



## REGULAR MEETING OF COUNCIL

### A G E N D A

Monday, August 22, 2022 @ 6:00 pm.

Blended Meeting: Community Hall Small Room & Zoom Access

1. CALL TO ORDER
2. PUBLIC HEARING
3. ADDITIONS & AGENDA APPROVAL
4. MINUTES
  - 4.1 Minutes of the August 8, 2022, Regular Meeting of Council
5. DELEGATIONS
  - 5.1 Vertical Showcase on Multiview electronic newsletter – Stuart Hoffman
6. BYLAWS
7. NEW & UNFINISHED BUSINESS
  - 7.1 Fence Encroachment Request
  - 7.2 Development Application 2022 – 8 – Direct Control Zone
  - 7.3 Town of Bashaw July 31, 2022, Monthly Statement
  - 7.4 Voyent Alert Information
  - 7.5 Arena & Recreation Facility Use and Allocation Policy 24.10 Revision
  - 7.6 Strategic Plan Review & next steps
8. COMMITTEE & STAFF REPORTS
  - 8.1 Committee Reports
    - a. Mayor McDonald
    - b. Deputy Mayor Gust
    - c. Councillor Northey
    - d. Councillor Orom
    - e. Councillor McIntosh
  - 8.2 Staff Reports
    - a. Foreman Report
    - b. CAO Report
9. CORRESPONDENCE
  - 9.1 RCMP Staffing Bashaw Detachment Commander/Supervisor – Opportunity to participate in selection at our cost.
10. CLOSED MEETING OF COUNCIL
  - 10.1 Legal – Resident Submission - FOIP Section 27
11. NEXT MEETING: Discuss meeting dates for September
12. ADJOURNMENT



## REGULAR MEETING OF COUNCIL MINUTES

Monday, August 8, 2022 @ 6:00 pm.

**Blended Meeting: Council Chambers & Zoom Electronic Conference**

**In Person:** CAO Fuller (5:30 pm), Mayor McDonald (5:45 pm), Deputy Mayor Gust (5:45 pm), Councillor Orom (5:50 pm), Councillor Northey (5:45 pm) and Foreman Taylor (5:45 pm)

**Zoom Connection:** Councillor McIntosh (6:05 pm)

**Public Zoom:** Lisa Turcotte (6:05 pm)

**Recording Secretary:** Loretta Paget (5:45 pm)

**Absent:** None

**Press:** Stu Salkeld (6:05 pm) Connected by Zoom.

**Public:** Carlos & Caroline Siguenza (5:45 pm)

Mayor McDonald, Deputy Mayor Gust and CAO Fuller met briefly prior to the meeting. The delegation request was received after CAO had created the Council agenda package. CAO Fuller was out of the office, and August 8, 2022, was first day in the office.

1. CALL TO ORDER by Mayor McDonald at 6:12 pm.

2. PUBLIC HEARING – None.

3. ADDITIONS & AGENDA APPROVAL

**MOVED** by Councillor Orom to approve the August 8, 2022, Regular Meeting of Council Agenda with additions of 5.1 - Delegate Carlos Siguenza regarding Fence Encroachment Request, 5.2 Video Lottery Terminal Request, 7.4 - Parade – Hometown Days, and 10.1 - Personnel FOIP Section 19

**MOTION #164-2022**

CARRIED.

4. MINUTES

4.1 Minutes of the July 11, 2022, Regular Meeting of Council

**MOVED** by Deputy Mayor Gust to approve the minutes of July 11, 2022, Regular Meeting of Council.

**MOTION #165-2022**

CARRIED

5. DELEGATIONS

5.1 Carlos Siguenza – Fence Encroachment Request.

5.2 Carlos Siguenza – Video Lottery Terminal Request.

Discussion regarding the requests occurred. This was a last-minute agenda addition as indicated at the beginning of the meeting. Carlos & Caroline Siguenza left the meeting at 6:55 pm.

6. BYLAWS – none

## 7. NEW & UNFINISHED BUSINESS

7.1 Voyent Alert Presentation – Liana Munroe joined meeting by Zoom at 7:00 pm. Liana Munroe shared the system and its features with Council.

**MOVED** by Councillor Northey to accept the Voyent Alert presentation as information and requested administration bring additional compliance related information back for council consideration.

**MOTION #166-2022**

CARRIED

Liana Munroe disconnected from Zoom at 7:35 pm.

Chairperson Mayor McDonald brought the agenda Item 5.1 forward for discussion.

5.1 Fence Encroachment – C. Siguenza

5.2 Video Lottery Terminal – C. Siguenza

Typically, when a delegation is formally included on the agenda in advance, Council discusses the content of the presentation later in the agenda; and has the ability to make a decision. However, being that only the delegation presentation was added to the agenda, Councillor McIntosh called point of order. Councillor McIntosh communicated that this was a deviation from the agenda.

**MOVED** by Councillor Orom to accept Carlos Siguenza's August 8, 2022, presentation regarding his Fence encroachment request and Video Lottery Terminal request; as information.

**MOTION #167-2022**

CARRIED

7.2 Arena & Recreation Facility Use and Allocation Policy 24.10 – Council to discuss/create the revisions to include home Schooling patrons to access the facility for free, similar to the area School Division.

Discussion progressed. Councillor McIntosh excused himself declaring pecuniary interest, being employed by the Battle River School Division, departed the meeting at 8:20 pm, and returned around 8:25 pm.

**MOVED** by Councillor Northey to request administration add Home Schooling to the definition of School Use, and include reference to allotting 2 hours per week, must be booked with proof of Liability insurance; and bring the policy draft for council consideration.

**MOTION #168-2022**

CARRIED

7.3 Strategic Plan Review & next steps.

**MOVED** by Deputy Mayor Gust to table the Strategic Plan Review and next steps to the August 22, 2022, regular meeting of council.

**MOTION #169-2022**

CARRIED

7.4 Hometown Days Parade

Discussion was had about the marshalling, parade route and start time of 12 noon. Mayor McDonald and Deputy Mayor Gust will be in the parade. CAO Fuller was to arrange for parade candy, Foreman Taylor chatted about having public works participate in the parade as well.

CAO Fuller to arrange to open the community hall to host dignitaries, and washroom access; for about an hour before the parade is to begin.

8. COMMITTEE & STAFF REPORTS

8.1 Committee Reports

- a. Mayor McDonald – No meetings to report.
- b. Deputy Mayor Gust – No meetings to report.
- c. Councillor Northey – No meetings to report.
- d. Councillor Orom – No meetings to report.
- e. Councillor McIntosh – July 15 - Attended Hwy 12/21 meeting. There was an update on expansion and the challenges around it. Attended Danielle Smith August 2, 2022, in Ponoka; she chatted about her views on policing. Ongoing interactions with residents in regard to understanding our Land Use Bylaw. Completed an online community engagement through Facebook live, anticipating bringing ideas to council for consideration.

8.2 Staff Reports

- a. Foreman Report – see attached.
- b. CAO Report– see attached.

**MOVED** by Councillor McIntosh to accept August 8, 2022, Council and Staff reports as information.

**MOTION #170-2022** CARRIED.

9. CORRESPONDENCE

9.1 Call to Action – National Police Federation

**MOVED** by Councillor Orom to accept the August 8, 2022, Correspondence as information.

**MOTION #171-2022** CARRIED

Foreman Taylor, CAO Fuller and Recording Secretary Paget left meeting at 8:48 pm.

**MOVED** by Councillor McIntosh that Council move to Closed Meeting of Council at 8:48 pm to discuss 10.1 Personnel – FOIP Section 19.

**MOTION #172-2022** CARRIED

10. CLOSED MEETING OF COUNCIL

10.1 – Personnel – FOIP Section 19

CAO Fuller left Closed Meeting of Council at 8:48 pm.

CAO Fuller return to Closed Meeting of Council at 9:20 pm.

**MOVED** by Councillor McIntosh to come out of Closed Meeting of Council at 9:26 pm on August 8, 2022, regular meeting of Bashaw Town council.

**MOTION #173-2022** CARRIED

11. NEXT MEETING: August 22, 2022 – 6:00 pm, Regular Meeting of Council

**MOVED** by Deputy Mayor Gust to approve August 22, 2022, 6:00 pm for the Regular meeting of Bashaw Town Council.

**MOTION #174-2022** CARRIED

12. ADJOURNMENT – Deputy Mayor Gust at 9:34 pm.

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CHIEF ELECTED OFFICIAL

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CHIEF ADMINISTRATIVE OFFICER

Town of Bashaw

Request for Decision



Meeting:	Regular Council
Meeting Date:	August 22, 2022
Originated by:	Theresa Fuller, Chief Administrative Officer
Agenda Item:	7.1 Fence Encroachment Request

**Background/Proposal:**

June 22, 2022 – C. Siguenza contacted public works to determine where his property line was for a fence. Foreman P. Taylor communicated with CAO in this regard, and Work Order 2022- 21 was generated.

June 27, 2022 – Letter sent to C. Siguenza – stating it was property owner responsibility to ensure the fence is built on/within their property.

July 21, 2022 – Letter from C.Siguenza requesting delegation to council.

July 21, 2022 – Letter from CAO Fuller declining the delegation; and requesting additional information to process the Encroachment Agreement request.

July 25, 2022 – Request for Delegation to council and Farnham West Stolee Letterhead.

July 27, 2022 – Partial property diagram reflecting only the West portion of encroachment.

August 8, 2022 – council permitted the short notice delegation from C. Siguenza at the August 8, 2022, Regular meeting of Council. No decision was made by council at the meeting.

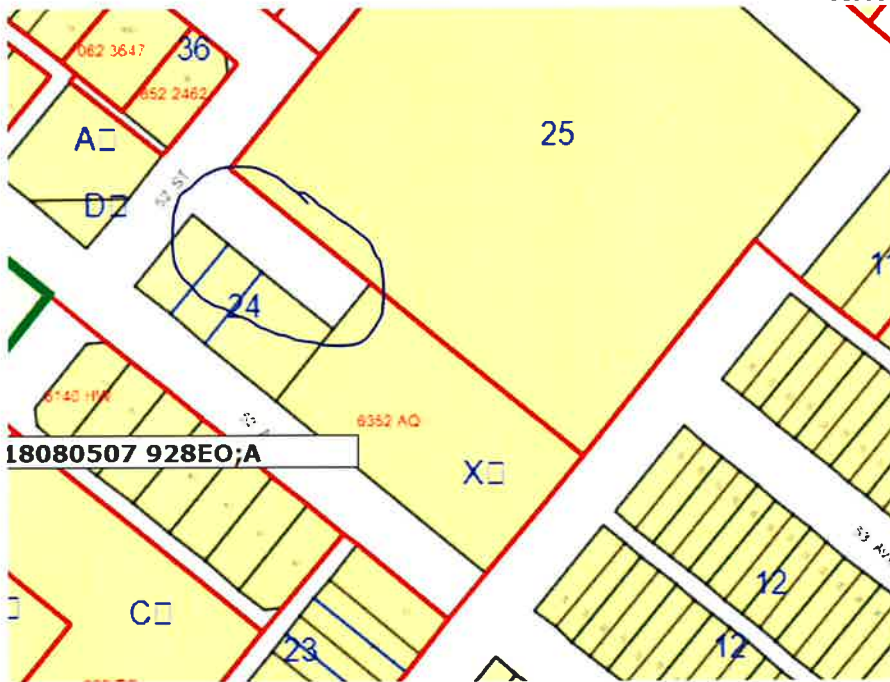
August 10, 2022 – Letter received from C. Siguenza requesting the town spray/flag west side town easement. Each Council member received a copy of the letter. (no copy included in the package)

August 12, 2022 – Response letter to C. Siguenza to mark town easement and notice of the fence encroachment on the August 22, 2022, agenda. (Encl: copy of previous letter dated June 27, 2022, and ortho diagram attached to email.)

The encroachment location (along west side of the property) is where public works piles snow and having a fence in this easement could impact future infrastructure. (i.e.; fiber optic, internet, or other)

C. Siguenza does not reference use/access of the untitled roadway located adjacent to the north of the property. Council may want to direct administration to obtain a site plan for untitled roadway, that way the town can determine if it remains untitled roadway, or if there is another suitable purpose.

Road Closure Process – included in this package. (This is for reference regarding the untitled roadway.)



**Discussion/Options/Benefits/Disadvantages:**

- A. Approve the encroachment Request, stipulating that the property owner be responsible to provide proof of ownership, surveying, associated costs of surveying, encroachment agreement generation, legal fees, and any administration costs to implement and register the encroachment.  
Council should note; if the encroachment agreement is approved; the resident is not taxed on the property, nor does the resident own the property. The town would continue to own the property. As mentioned previously having a fence in this location may impact future infrastructure implementation.
- B. Request the applicant purchase the property. All costs associated to proceed would be C. Siguenza’s obligation. It is not advisable to sell the property, due to precedent being set, and continued impact for future development, etc. The easements continue to have ongoing development purpose.
- C. Deny the Fence Encroachment request.
- D. Option of Council determination.

**Costs/Source of Funding (if applicable)**

Town Operating Budget, or C.Siguenza as determined by Bashaw Town council.

**Applicable Legislation:**

MGA Section 651.2 – Encroachment agreements  
Land Use Bylaw 780-2018, Section 7.1 Contravention  
8.10 Fences (1)a No fence shall be constructed that is located on public property;  
Section 8.17 Public land and Town Boulevards, no unauthorized encroachments onto municipal property.  
(2) All encroachment agreements approved by council shall be registered on title.

(6) Every owner or occupant of land shall be responsible for maintaining any development allowed under this section, and for controlling the weeds on boulevards owned by the town abutting their property.

**Community Engagement Consideration:**

Not Applicable.

**Recommended Action:**

Administration declines provision of a recommendation.

MOVED BY \_\_\_\_\_ to approve the fence encroachment request for Carlos Siguenza located at 5135 – 52 Avenue, Bashaw, Carlos Siguenza to be responsible to provide proof of ownership, surveying, associated costs of surveying, encroachment agreement generation, legal fees, and any administration costs to process, implement and register the encroachment.

MOVED BY \_\_\_\_\_ to sell a portion of the Town easement on the west side of 5135 – 52 Avenue, Bashaw; to Carlos Siguenza, all surveying, bylaw obligations, advertisements, administrative costs, development costs, cost of the land, all costs associated and registration costs to be the obligation of Carlos Siguenza.

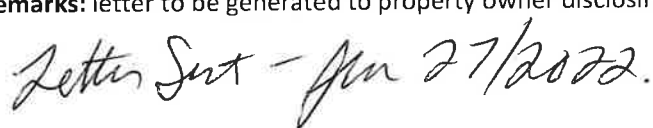
MOVED BY \_\_\_\_\_ to deny the Fence Encroachment request from Carlos Siguenza for the 5135 – 52 Avenue, Bashaw; west side of the property; and require the fence be removed by \_\_\_\_\_, 2022; and subsequent fencing be installed on the property line of 5135 – 52 Avenue, Bashaw.

**Discussion Result:**

Additional research Requested:

<b>Complainant Details</b>		<b>WO#: 2022-21</b>
Name: Carlos Siguenza	Phone: [REDACTED]	Wst Pt 24. 6352AQ.
Civic Address: [REDACTED], Bashaw		
Date of Incident: June 22, 2022	Time: N/a	
Location of Incident: [REDACTED], Bashaw		
<b>Complaint Summary</b>		
<p>Describe the complaint in detail.</p> <p>Carlos contacted Patrick Taylor with public works to determine where his property line was for a fence. P. Taylor informed him, the town does not locate property lines, it is up to the property owner to ensure the fence is built on their property.</p> <p>Carlos requested confirmation that if he put his fence up on town property, we would not remove it. Patrick informed him, we are unable to provide that.</p> <p>Carlos was proposing to build his fence on the west side of the trees to include them in his property. All property ortho diagrams indicate that the property line is exactly where the trees are. The file does not have a real property report or a descriptive diagram.</p> <p>Foreman Taylor requested a letter be generated to Carlos stating that the property owner is responsible to locate/confirm the property line before the fence is constructed. Letter to be generated and this correspondence to be included in the property file.</p>		
Date Issued: June 22, 2022	Issued By: Theresa Fuller	

FOR OFFICE USE ONLY			
<input type="checkbox"/> Water	<input type="checkbox"/> Sewer	<input type="checkbox"/> Buildings	<input type="checkbox"/> Cemetery
<input type="checkbox"/> Roads/Street	<input type="checkbox"/> Recreation	<input type="checkbox"/> Parks	<input checked="" type="checkbox"/> Other:

Public Works Completion Information	
Date Completed: June 22, 2022	Time Required:
Remarks: letter to be generated to property owner disclosing the above.	
	
Is this a billable service? No	

Water Temporary Connection Details	
<i>If a temporary water connection was necessary, please fill in the following details specific to the connection site:</i>	
Name:	Ut Acct:
Civic Address:	Phone:
Metre Reading:	Winter Rates?

  
 Signature of Employee Performing Work

Date Jun 27/2022.

# Town of Bashaw

Box 510 5011 - 52 Ave Bashaw, AB TOB OH0

Phone: 780.372.3911 Fax: 780.372.2335 Email: [admin@townofbashaw.com](mailto:admin@townofbashaw.com)




*File in Property Owner*

*File  
pls.*

June 27, 2022

Carlos Siguenza

  
Bashaw, Alberta  
TOB OH0

Dear Mr. Siguenza

Re: Property Fence

Please be advised that as a property owner wishing to build a fence on your parcel of land, it is the responsibility of the owner to ensure that the fence is built on or within the limits of said property. If the fence extends outside these borders, it is within the rights of the Town of Bashaw to ask you to remove the fence and relocate it to the proper area.

If you have any further questions, please contact the Town Office at 780.372.3911

Respectfully,

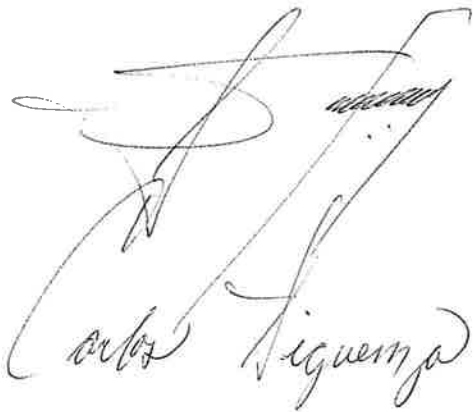
A handwritten signature in black ink, appearing to read "Theresa Fuller".

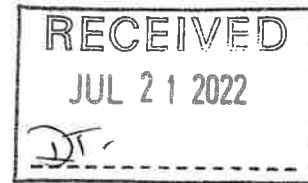
Theresa Fuller  
Chief Administrative Officer

July 21<sup>st</sup> 2022

To whom it may concern:

I would like to be in front of council at the next meeting Aug. 8<sup>th</sup> 2022. Will be asking council about encroachment permission at my property and about VLT's at my restaurant.

  
Carlos Figueroa





July 21, 2022

Mr. Carlos Siguenza

[REDACTED]

[REDACTED]

Bashaw, AB TOB OH0

[REDACTED]

Dear Mr. Siguenza,

RE: Encroachment Agreement Request

We have received your request for a delegation to Bashaw Town Council regarding an encroachment agreement. We are unable to process your request. Our records indicate that you are not the current registered owner. Only the property owner can apply for an encroachment agreement.

It is our understanding that Alberta Land Titles is currently backed up; therefore, this may be the cause for this situation. We present the following options:

1. Wait until the title is issued in your name and proceed with the request.
2. Provide documentation confirming that you have purchased the property.

Once we obtain either Land Title or Ownership Documentation; we require the following to process your request:

- a. A surveyor's Real Property Report showing all property lines in reference to the house and existing features.

Box 510, 5011 - 52 Avenue,  
Bashaw, AB TOB OH0  
Phone: 780.372.3911 Fax: 780.372.2335  
Email: [cao@townofbashaw.com](mailto:cao@townofbashaw.com)

- b. Diagram demonstrating the area you are requesting to encroach on; include the dimensions, landscaping, gas lines, etc. and the reason for the encroachment request.
- c. Provide commentary on how long you plan to encroach on the property, or if you intend to purchase the land from the Town. In the event of purchase, all subdivision costs, registration, etc. is your cost, plus what the town will sell it to you for.

Please note that I will be out of the office from July 25, 2022, until August 5, inclusively.

We look forward to assisting you with your request.

Sincerely,



Theresa Fuller

CAO, Development Officer

Cc: Bashaw Town Council

Box 510, 5011 - 52 Avenue,  
Bashaw, AB T0B 0H0  
Phone: 780.372.3911 Fax: 780.372.2335  
Email: [cao@townofbashaw.com](mailto:cao@townofbashaw.com)

July 25<sup>th</sup> 2022



To the town Council;

I am requesting to come in front of town Council to ask about a encroachment agreement. @ 5135 52nd Ave. Bashaw Alberta. Please see attached drawing of property. This is my second request at this as the Town CAO denied me access to Council.

# Farnham West Stolee Kambeitz LLP

BARRISTERS & SOLICITORS

Scott Farnham, B.A., LL.B.\*  
Martin West, LL.B.\*  
Jon Stolee, B.A., LL.B.\*  
Stephen Kambeitz, B.A., LL.B.\*  
Andrea Campbell, B.A., LL.B.  
Steven Hansen, B.A., J.D.  
Eric Barstad, M.A., J.D.

5016 - 52 Street  
Camrose, Alberta  
T4V 1V7

Telephone (780)679-0444  
Fax (780)679-0958  
E-mail: [camlaw@telusplanet.net](mailto:camlaw@telusplanet.net)



YOUR FILE:  
OUR FILE: 44246MW001

June 1, 2022

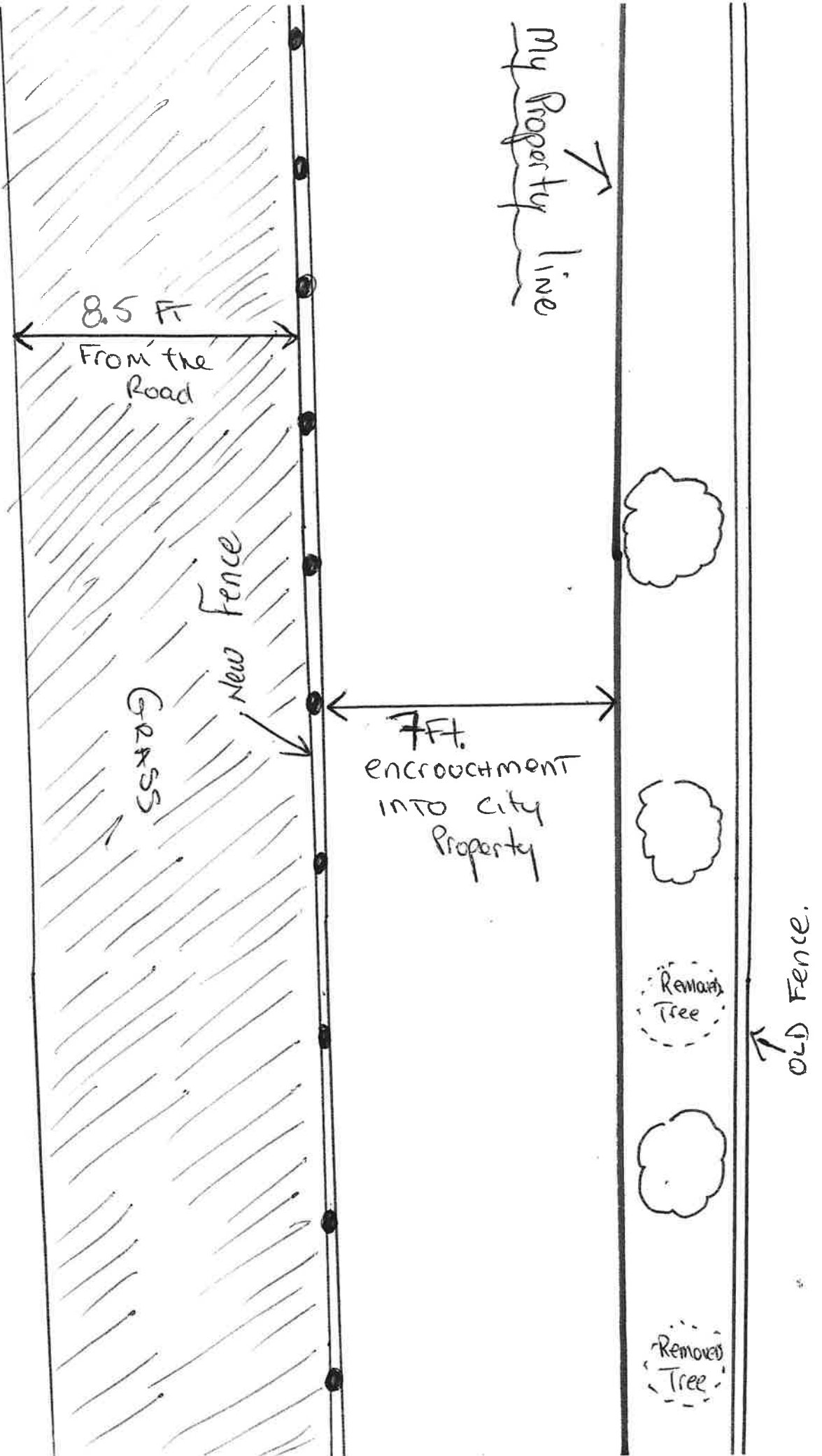
Carlos Siguenza and Caroline McKay  
P.O. Box 128, 5135-52 Avenue  
Bashaw, Alberta T0B 0H0

Dear Sir and Madam:

RE: Carlos Siguenza Reyes and Caroline Marie McKay  
Purchase from Cheryl Comeau and Gary Read

RECEIVED  
JUL 27 2022

Road  
52nd St.





August 12, 2022

Mr. Carlos Siguenza

[REDACTED]

[REDACTED]

Bashaw, AB TOB OH0

[REDACTED]

Dear Mr. Siguenza,

RE: Request to mark the town easement on the west side of 5135 – 52 Avenue, Bashaw

Our standard practice, when completing work within all Town easements is:

1. The area the construction project is located in - is surveyed to ensure we proceed within town easement.
2. The surveying occurs prior to construction.
3. The contractor works to complete the project within town property. In the event we encroach on private property it is arranged within the project.

We are not scheduled to complete any work along the west side of your home. Therefore, we will maintain our stance as indicated in previous correspondence on June 27, 2022.

*"Please be advised that as a property owner wishing to build a fence on your parcel of land, it is the responsibility of the owner to ensure that the fence is build on or within the limits of said property. If the fence extends outside these borders, it is within the right of the Town of Bashaw to ask you to remove the fence and relocate it to the proper area."*

Box 510, 5011 - 52 Avenue,  
Bashaw, AB TOB OH0  
Phone: 780.372.3911 Fax: 780.372.2335  
Email: [cao@townofbashaw.com](mailto:cao@townofbashaw.com)

RE: Encroachment Request

Section 8.17 Public Lands and Town Boulevards, subsection (1) states:

*“There shall be no unauthorized encroachments onto municipal property, including parks and road rights of way. Where an encroachment exists without Town approval, the owner shall be required to remove the encroachment at his/her own expense or seek permission from the Council for the encroachment to remain.”*

Currently, you do not have approval to construct your fence on the Town easement. We would recommend you stop construction until a decision is made. Additionally, Section 7.1 (2) of the Bashaw Land Use Bylaw 780 - 2018 provides the town the authority to oblige you to remove the fence, should Bashaw Town council deny the encroachment request.

On August 8, 2022 – You discussed your encroachment request with council. We have received your partial property diagram. Bashaw Town Council did not make a decision; therefore, it will be on the upcoming agenda on August 22, 2022.

You are welcome to attend, however it will be at the discretion of Council if you will be permitted to speak.

Council Meeting Video Recording

Please be advised that agenda for August 8, 2022, was not video recorded and the agenda reflects as such. The Municipal Government Act does not require municipalities to record council meetings, other than the written meeting minutes. MGA Section 199 (1) References Meeting through electronic communications, and Section 208 (1) provides additional commentary regarding the meeting minutes.

Please provide any additional submissions regarding your encroachment request by August 15, 2022, 12:00 pm in order to be included in the agenda package.

Sincerely,



Theresa Fuller

CAO, Development Officer

Cc: Bashaw Town Council

Encl: Copy of June 27, 2022, Letter addressed to C. Siguenza

Box 510, 5011 - 52 Avenue,  
Bashaw, AB T0B 0H0  
Phone: 780.372.3911 Fax: 780.372.2335  
Email: [cao@townofbashaw.com](mailto:cao@townofbashaw.com)



↑ North - West .

## Road Closure Bylaw – Process

Sometimes a landowner or the municipality will find an undeveloped piece of road and determine that it will never be developed and may be better used as a part of the adjacent lands. Roads can be closed and sold or leased, but there is a process that must be followed.

Section 22 of the Municipal Government Act outlines the process on road closures. Of note, all road closures must be done by bylaw and a public hearing must be held. In addition, all roads are owned by the Crown, so the closure must also be approved by the Minister of Transportation. This approval must be given prior to second reading of the bylaw. An exception to this is if the municipality recently built a new road, and the old road is no longer required, then it MAY be able to close by resolution with approval of the Minister of Transportation. For the purposes of this review we will focus on the much more common closure by bylaw.

Generally, the request for a road closure comes from a landowner adjacent to an untitled road, lane, or walkway that is designated as roadway that is undeveloped and they want to use the lands for their own private purposes. In this case you should have a pre-application meeting with the landowner to go over the timeline, potential costs and a preliminary analysis of whether the roadway can be closed.

### How to tell if a land is untitled roadway:

The easiest way to find if a piece of land is untitled roadway is to log on to SPIN II, the Land Titles Database. Search for an adjacent property and then click on Map Search. If the land you are looking to close is white and nothing happens when you hover over it, it is an open roadway.



To find out what the legal description of the road is, create a polygon around the roadway, including the adjacent parcels and click survey plan. This should give you one or more survey plans. Look for the oldest plan that includes the roadway, this will be the plan number.

### 1. Pre-Application Meeting

- a. Preliminary Review – It is best to see if there is any chance of the proposal being approved before you invest time and money in the closure process.
  - i. Will the closure be a benefit or detriment to the community?
- b. Costs – Many applicants may not be aware how costly a road closure is, so it is best to be up front about it, some applicants may decide it is not worth the cost to proceed.
  - i. Application Fee – this should be in your Fee Schedule Bylaw and should cover staff time/costs and your advertising costs.
  - ii. Survey Costs – the costs to survey, register and consolidate (if required) should all be paid by the applicant.
  - iii. Land Costs – the municipality should be charging the market value of the land to the applicant. You can get a general idea of this from your assessor. If you need the area of the road closure calculated, the County can assist with that. If the

applicant disputes the value the assessor gives you, you can require them to get an appraisal. All appraisal costs should be paid by the applicant.

- c. Timeline – The applicant should know that this is not a speedy process and should be prepared to deal with the timelines.
  - i. This process can take 3-12 months to complete depending on Council meeting dates and Alberta Transportation response times.
  - ii. The circulation timelines:
    1. First Reading by Council
    2. Notification – Direct mail, and/or two consecutive weeks in the paper at least 5 days before the meeting.
    3. Public Hearing at Council Meeting (at least 20 days after First Reading for mailing/advertising time – usually 30 days)
    4. Circulation to Alberta Transportation (2+ months – I’ve seen it take a year)
    5. Second and Third Reading by Council, first meeting after you receive it from Alberta Transportation
    6. Applicant hires surveyor to finalize closure documents – timeline up to applicant.

## **2. Application for Road Closure (Template #1)**

- a. If Council has initiated the Road Closure, an application is not required.

## **3. Create a Bylaw (Template #2).**

- a. Draft the wording of the Bylaw. There are two types of acceptable wording.
  - i. If the road will be closed and consolidated in with the adjacent property you can state “All that portion of road shown within survey plan 142-\_\_\_\_\_”. Note the number 142 is from the year and location: Edmonton Land Titles Office in 2014 is 142. All municipalities in Camrose County are in the Edmonton Land Titles Office District, so you’ll need to amend the first two number to the year. 2015=152 etc. *Sample wording:* All that portion of Road Plan 3932CL within Plan 142-\_\_\_\_\_ located within NW 13-46-22-W4 EXCEPTING THEREOUT ALL MINES AND MINERALS
  - ii. If the lands are not being consolidated you can create a metes and bounds description. All metes and bounds descriptions must be approved by Land Titles. It is best to have the description pre-approved by them, otherwise you may need to do a bylaw amendment. *Sample wording:* All that portion of Gregory Street shown on Plan 772-0718. OR Plan 3406TR, All of Walkway. If a clear description cannot be created through metes and bounds, the land titles office will make you obtain a survey.
  - iii. A site sketch of the closure can be attached for information only, but cannot form a part of the bylaw or Land Titles will reject it. On request, the County can create a map of the closure for both the bylaw and notification process.

## **4. Take Bylaw to Council for First Reading.**

Use your standard report format.

**5. Notification - must be done before Second Reading. (Template #3).**

a. Notification should include:

- i. Legal description and a location map along with details of the closure location and intent (sale/lease)
- ii. Statement of the general purpose of the road closure
- iii. Address where a copy of the proposed bylaw can be viewed
- iv. Procedure to file comments or objections
- v. The date, time and location of the Public Hearing

b. Notification Options:

- i. In local newspaper (note: must be for 2 consecutive weeks if used)
- ii. Direct mail to everyone adjacent to the property
- iii. Posted on site, especially if it is used as green space
- iv. Posted in municipal office
- v. Mailed with utility bills (note these go to renters, not owners)
- vi. On website
- vii. On social media

NOTE: You must give at least 5 days notice of a Public Hearing but good practice is to give at least a couple weeks notice or affected parties are likely to be upset about the lack of time to appropriately respond.

c. Affected parties are:

- i. Applicant, if any
- ii. All adjacent landowners
- iii. Anyone who could potentially be affected
  1. Is this used as green space
  2. Could it restrict walking/OHV/vehicle traffic now, or in the future for someone?
- iv. All utility companies: Water/Wastewater/Power/Gas/Phone. Any of these could have facilities in the right of way that could be impacted by the closure
- v. Alberta Transportation, note this is basically a head's up, the official request to close the road will follow the Public Hearing

**6. Report to Council for Public Hearing**

Use your standard template for reports to Council.

Include:

- Recommended action based on your policies and written feedback
- Any comments received from the public notice – include copies of written submissions
- Pros and cons of supporting the application

- Comments on compliance with any municipal development plans, area structure plans, intermunicipal development plans.

## **7. Public Hearing**

- Must be held as part of a Council Meeting. Usually held at the beginning of the meeting so people don't have to wait around all evening.
- Has a specific format that must be adhered to. Section 230 of the MGA. (Template #3)
- Must hear affected parties, may hear other people at discretion of Council, generally best to let everyone speak.
- Councillors must be present at the Public Hearing in order to vote on the closure.

## **8. Council Deliberation and Decision**

Council has three options to consider after the Public Hearing is closed:

1. Approve the road closure for circulation to Alberta Transportation
2. Deny the road closure due to feedback or concerns about the impact on the community
3. Table the decision for more information, or because they need more time to deliberate.
  - If tabled for more information, send a letter to the landowner and applicant outlining the additional information Council needs to render a decision.

NOTE: Council CANNOT give the bylaw second reading until it is approved by Alberta Transportation.

If a Councillor wasn't present for the Public Hearing they can't vote.

## **9. Circulation to Alberta Transportation for Approval**

1. Once Council approves the circulation to Alberta Transportation you need to forward the paperwork to the local Alberta Transportation Office (Alberta Transportation, Provincial Building, Box 28, 4701 – 52 Street, Vermilion, AB T9X 1J9). Alberta Transportation requires:
  - a. The original Bylaw signed by the Mayor and Administrator – this cannot be a copy.
  - b. A copy of the public notice that you used and who it was sent to. If you use a newspaper they want a photocopy of the page out of the paper, the proof that went to the paper is not enough
  - c. Any written comments that were received
  - d. A summary of any verbal comments that were received
  - e. If objections were received, an explanation of how they were addressed. For example, Telus requires an easement, or the landowner on the other side of the road closure wants to buy the closed road as well so it will be split in half in agreement with both landowners.
  - f. If a utility company requests an easement, you must include three copies of the easement request in the circulation to Alberta Transportation so they can review and approve it.

- g. See Example 1 for a letter with no objections and Example 2 for a letter where objections were raised and addressed.

#### **10. Second and Third Reading**

- a. Once you have received the signed bylaw back from Alberta Transportation, it needs to go back to Council for Second and Third Reading.
  - i. You do not need another Public Hearing, or any advertising
  - ii. Councillors can only vote if they were present for the Public Hearing prior to circulation to Alberta Transportation. Make sure you check the minutes to make sure all of the Councillors were at the Public Hearing.

#### **Things to consider when deciding if the roadway should be closed:**

1. There is a steep slope, wetland, or other impediment to the development of a roadway at the location that will mean it will not be possible to develop the roadway in the future.
2. Is the land used for any unofficial municipal purpose? I.e: Walking Trail or treed buffer, if so, will closing the access impact the community negatively?
3. Is the roadway the only, or best legal access to another lot? Will it limit options for subdivision of the existing or adjacent lots in the future by removing potential access points?
4. Does the roadway serve as an existing, or potential future utility corridor (water, sewer, cable, phone, gas, power)? Is it being used as part of a storm management system, or a drainage corridor?

Town of Bashaw

Request for Decision



Meeting:	Regular Council
Meeting Date:	August 22, 2022
Originated by:	Theresa Fuller, Chief Administrative Officer
Agenda Item:	7.2 Development Application 2022 – 8 Direct Control Zone

**Background/Proposal:**

June 27, 2022 – Tree planting noted on Direct Control Zone, 5008 – 54 Avenue, Bashaw. Letter sent requesting completion of a Development permit.

July 11, 2022 – Received Development permit application, no property diagram.

July 22, 2022 – Incomplete letter requesting the property diagram be provided.

CAO out of the office July 25 – August 5, 2022.

July 28, 2022 – Letter from M. Gerber and property diagram.

- Letter references first calls being completed – Foreman P. Taylor responded and had no reason to believe that the resident would be planting trees outside their property line.

April 22, 2013 – Letter from Merv and Sharon Gerber

May 13, 2013 – Merv and Sharon Gerber present to council. Motion 111-2013 passed: MOVED BY Councillor Gust to place cement planters on the 50<sup>th</sup> Street side of Plan 429 HW, Block 1 to address the traffic issues at the site. The property file does not have any additional reference/correspondence in this regard.

M. Gerber provided the Town office with a copy of the Real Property report dated May 8, 2012. Correspondence in the file confirms the report was provided by Mr. Gerber on/about April 30, 2020, to the town office when he was completing a house addition and shed.

August 16, 2022 – Complete letter issued confirming receipt of property diagram for application 2022 – 8 Landscape/Tree planting on Direct control Zone.



Issues with the Application:

1. Lot 1, Block 11, Plan 429 HW is Direct Control Zone and developments are subject to Bashaw Town Council review/approval.
2. The Trees are not planted on Lot 1, Block 11, Plan 429 HW, they are planted on the untitled roadway adjacent to the property. Untitled roadway is technically property of the Crown. There are additional landscaping features placed on the same.

**Discussion/Options/Benefits/Disadvantages:**

- A. Request the applicant remove the trees, as they are untitled road allowance. They are not planted on applicant's property.
- B. Meet with them and discuss the details on how to close the road and arrange to purchase a portion of the property; all costs would be their responsibility; including administrative time.
- C. Other option of Council determination, or combinations of the previous.

**Costs/Source of Funding (if applicable)**

Developer/Resident to assume all costs.

**Applicable Legislation:**

MGA Section 651.2 – Encroachment agreements

Land Use Bylaw 780-2018,

12.14. Direct Control – property adjacent to encroachment is Direct Control. The Development Authority in the DC District shall be the council.

MGA 18.(1)(2) Control of Roads

**Community Engagement Consideration:**

Not Applicable.

**Recommended Action:**

Administration declines provision of a recommendation.

MOVED BY \_\_\_\_\_ to have Merv Gerber remove all trees from the untitled road allowance located adjacent to Lot 1, Block 11, Plan 429 HW.

MOVED BY \_\_\_\_\_ to direct administration to meet with Merv Gerber to discuss the details of road closure and purchasing a portion of the untitled roadway adjacent to Lot 1, Block 11, Plan 429 HW; obtain written confirmation of his intention to proceed.

MOVED BY \_\_\_\_\_ if Merv Gerber confirms his intent to purchase the portion of the untitled roadway adjacent to Lot 1, Block 11, Plan 429 HW; approve administration to contract out the process and all contractor charges will be paid by Merv Gerber.

If the property owner declines to purchase the untitled roadway, he would receive correspondence to remove the trees.

Other motion of Council determination.

Approved: yes /no Motion # \_\_\_\_\_  
Account Code: \_\_\_\_\_

**Discussion Result:**

Additional research Requested:



June 27, 2022

Mr. and Mrs. Merv Gerber  
Box 822  
Bashaw, AB T0B 0H0

Dear Mr. and Mrs. Gerber,

RE: Development Permit – 5008 – 54 Avenue  
Lot 1, Block 11, Plan 429HW

The Alberta Municipal Government Act (MGA) defines legislative requirements for planning and development. Every municipality is required to have an active Land Use Bylaw (LUB) to ensure proper and orderly development. Development must compliment local plans.

Land use planning seeks to order and regulate land use in an efficient and ethical way, thus preventing land-use conflicts. It aims to enable orderly development of land in accordance with land use districts while safeguarding natural resources for current and future generations.

It has been acknowledged that tree planting and landscaping is in progress at your property location which requires a development permit application be submitted to the Development Authority. Your property is in a Direct Control district within the Town of Bashaw and the Development Authority in the DC District shall be the Council.

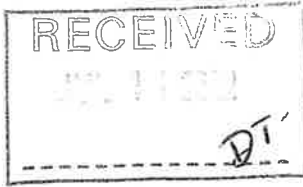
Please find enclosed a Development Permit application to be completed along with the permit fees of \$75.00 and submitted to the Town Office.

If you have any questions regarding this permit application, please contact the Town Office at 780.372.3911

Respectfully,

Theresa Fuller  
Chief Administrative Officer

Encl: (1)



TOWN OF BASHAW

APPLICATION # 2022-8

**DEVELOPMENT PERMIT APPLICATION** (to be completed by the Applicant)

In accordance to the Land Use Bylaw 780-2018 Section 4.1(1) "An application for a development permit shall be completed and submitted to the Development Authority in writing, in the form required by the Development Authority." Please provide the information below; the following information, submission of documents, and payment of the applicable fee is required prior to processing this application. Thank you.

**1. PROPERTY INFORMATION: "Where are you Developing?"**

MUNICIPAL ADDRESS: 5008-54 AVENUE Bashaw, Alberta

LEGAL DESCRIPTION: LOT(s): 1 BLOCK: 11 PLAN: 429 HW

LAND USE DISTRICT: DC- Direct Control.

PROPERTY OWNER'S NAME: MERVYN & CAROL GERBER

MAILING ADDRESS: P.O. Box 822

CITY/PROVINCE: BASHAW, AB POSTAL CODE: T0B 0H0

PHONE/CELL: 780-781-6378 FAX: ✓ EMAIL: merv.k.gerber@gmail.com

FORMER USE OF PROPERTY AND/OR BUILDING: VACANT.

PRESENT USE OF PROPERTY AND/OR BUILDING: TREES.

**2. OWNER/APPLICANT INFORMATION: "Who is doing the Developing?"**  Owner  Applicant

If not the Owner, complete the following: Applicant's interest in property:  Contractor  Agent

APPLICANT'S NAME: MERV & CAROL GERBER

MAILING ADDRESS: Box 822

CITY/PROVINCE: BASHAW, AB POSTAL CODE: T0B 0H0

PHONE /CELL: 780-781-6378 FAX: - EMAIL: merv.r.gerber@gmail.com

**3. DEVELOPMENT INFORMATION: "What are you Developing?"**

PROPOSED USE OF PROPERTY AND/OR BUILDING: PLANTING of TREES To

BEAUTIFY THE LARGE, OPEN LOT. NOTE: MANY IN THE TOWN HAVE STOPPED BY TO APPLAUD THE CHANGE & BEAUTY ADDED BY THE TREES.

ESTIMATED PROJECT COST: \$ 2,000.00

START DATE: JUNE 19/22 FINISH DATE: JUNE 19/22

**4. CLEAR SITE PLAN(S) DRAWN TO SCALE IS REQUIRED** (include the following in your drawing(s)):

- compass point north
- lot size measurements
- alley, roadway, street name, etc. adjacent to lot
- location and measurements of existing structures on the land (fence, deck, house, garage, shed, etc.)
- preferred location of the proposed development and its measurements
- show distances between all of the improvements and the property lines
- identify front, rear, and side yard(s)
- off-street loading and vehicle parking plan
- access and egress points to the site
- all easements and utilities and the proposed connections to utilities
- the proposed site grading and drainage
- landscaping plan

I, NIRVYN GERBER, hereby make application under the provisions of the Land Use Bylaw 780-2018 for a Development Permit in accordance with the plans and supporting information submitted herein that form part of this application.

I hereby declare the information submitted is true, accurate and complete. Furthermore, that the work identified in this application will be conducted according to the plans submitted, in accordance to the regulations of the Land Use Bylaw 780-2018, all other applicable government regulations, and any conditions that may be set down as a requirement to approve this application. I agree to notify the Development Authority forthwith of any proposed changes or asides to the plans approved and shall seek additional approval for those changes before proceeding with the development project.

Furthermore, I hereby acknowledge that it is my responsibility to obtain a copy of and review the aforementioned documents, become informed and ask questions to ensure my project maintains compliance with the government regulations and conditions of the permit.

I fully understand that under Section 4.6(1) of the Land Use Bylaw 780-2018 a Development Permit does not come into effect until 21 days after the date on the Notice of Decision issued by the Development Authority. Additionally, this Development Permit is not a Building Permit and, where required by government regulation, must be applied for and obtained prior to construction.

[Signature]  
Signature of Registered Owner/Developer

July 11, 2022  
Date of Application

[Signature]  
Signature of Municipal Employee

11 July 2022  
Date of Witness

chg 826 \$75.00  
Cash Receipt # and amount

11 July 2022  
Paid this date

Roll. 001101.



July 22, 2022

Mr. Merv Gerber  
Box 822  
Bashaw, AB T0B 0H0

Dear Mr. Merv Gerber,

RE: Incomplete Development Permit Application 2022 - 8 for Landscape/Tree planting on Direct Control Zone

We have received your Development Application on July 11, 2022. It has been deemed incomplete.

We request the following information:

1. Property diagram that includes property lines, house, and where you have placed the new trees.
2. Diagrams of the service connection lines for water, sewer, gas; referencing where they are placed in reference the trees.

Your property is located in a Direct Control Zone, therefore this information is required for council to approve your application.

Once staff has received the outstanding items listed above, we will send you a notice of complete application. If the Town does not receive the required information and/or materials by August 5, 2022, the application will be returned as incomplete and deemed refused. Should you require additional time beyond August 5, 2022, please notify the Town in writing and an extension may be available.

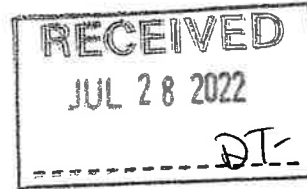
Sincerely,

Bryan Gust  
Deputy Mayor, Town of Bashaw

Cc: Bashaw Town Council

July 28, 2022

Town of Bashaw  
5011 – 52 Avenue  
Bashaw, AB  
TOB OH0



Attention: Bryan Gust, Deputy Mayor

Dear Mr. Gust:

Re: Your letter of July 22, 2022 re Permit Application 2022

As per your request, find attached the Land Surveyor's Real Property Report, showing the location of the trees planted. The diagram also includes Lines of Water, Sewer, Gas, referring their placement in reference to the trees planted. Prior to planting, First Call was notified and located and okayed all services. On May 11<sup>th</sup>, prior to planting, we received a letter from Patrick Taylor, Town Foreman, indicating no problem with planting the trees and he observed while trenching was done.

On May 7, 2013, my now deceased wife and I attended a Council meeting, complaining of the mud hole and traffic coming through the closed road. Both you and now Mayor Campbell were at that meeting and you moved a motion to place cement planters to block the traffic and beautify the area. Murray, Foreman at that time, hauled in black dirt to plant grass. In fact, all Council at that time thought it was our property and our problem; however, we were given verbal approval to do whatever we chose to beautify the property.

Since that meeting, we have asked to purchase the property and were advised by Theresa that it involved too many governing bodies. Since then, we have spent \$80,000 to upgrade and make this property into more than a rundown, unsightly commercial property. We have people in Town stopping by, so thrilled to see what we have made of this property. We trust that Council also appreciates what we have done.

Looking forward to receiving a favourable response to our permit.

Respectfully submitted,

  
  
Merv & Carol Gerber



April 22, 2013

Mayor Penny Shantz and Counselors:

Please consider this proposal for the corner of 54<sup>th</sup> Avenue and 50<sup>th</sup> Street.

- A) Beautify the corner because it is the north entrance to Main Street.
- B) To stop traffic from cutting through the property at 5008-54<sup>th</sup> Avenue, as vehicles speed through to avoid slowing down at the intersection.
- C) As the property at 5008-54 Ave. is now re-zoned residential there is no need of public access as this is no longer commercial property.

Thank-you for your consideration of this proposal.

Submitted by:

Merv and Sharon Gerber

*Merv Gerber*

*Sharon J. Gerber*

Donny Wing

*Donald Wing*

TR # 001101  
LIB 11 P 42



August 16, 2022

Mr. Merv Gerber  
Box 822  
Bashaw, AB T0B 0H0

Dear Mr. Merv Gerber,

RE: Complete Letter - Development Permit Application 2022 - 8 for Landscape/Tree planting on Direct Control Zone

We have received your letter and property diagram on July 28, 2022. Administration was out of the office; therefore we would like to acknowledge the receipt of the requested documents.

**This letter does not provide any sort of Development Permit approval or refusal.** In accordance with the Municipal Government Act and the Town of Bashaw's Land Use Bylaw 780-2018, the Development Permit review must be completed within 40 days of issuing this letter. Should a decision not be made within 40 days, the application is deemed refused unless the Development Authority (Council) and the applicant make a written agreement to extend the 40-day period in which the Development Authority is to make a decision on the application.

Please note, that in accordance with the Municipal Government Act and the Town's Land Use Bylaw 780-2018, despite the issuance of this complete certificate, the "Development Authority may request additional information from the applicant, if, in the course of reviewing the application, the Development Authority determines that additional information is necessary to review the application."

Your application will be reviewed at the August 22, 2022, Regular meeting of Bashaw Town Council. You are welcome to attend, your participation will be at council discretion.

Sincerely,

Bryan Gust  
Deputy Mayor, Town of Bashaw

Cc: Bashaw Town Council



**TOWN OF BASHAW  
MONTHLY STATEMENT  
July 31, 2022**

DESCRIPTION	GENERAL ACCOUNT	TERM DEPOSIT	TOTAL
<b>BALANCE AT END OF PREV MONTH</b>	\$ 355,843.14	\$ 1,012,450.31	\$ 1,368,293.45
RECEIPTS FOR THE MONTH	\$ 171,622.67		\$ 171,622.67
ALBERTA DIRECT DEPOSIT	\$ 155,196.20		\$ 155,196.20
TAX RECOVERY			\$ -
<b>CCUBC /ROYAL/ATB /DEBIT- PAYMENTS</b>	\$ 246,502.97		\$ 246,502.97
SERVUS CREDIT UNION - INTEREST	\$ 1,084.67		\$ 1,084.67
			\$ -
TERM INTEREST		\$ 1,373.05	\$ -
TERM DEPOSIT		\$ -	\$ -
TRANSFER FROM GENERAL TO TERM		\$ -	
TRANSFER FROM TERM TO GENERAL	\$ -		\$ -
<b>SUB-TOTAL</b>	\$ 930,249.65	\$ 1,013,823.36	\$ 1,944,073.01
DISBURSEMENTS FOR THE MONTH			\$ -
TRANSFER TO/FROM TERM	\$ -	\$ -	\$ -
<b>BANK ERROR INTEREST</b>			\$ -
			\$ -
<b>DEBIT MACHINE &amp; TRANSACTIONS</b>	\$ 39.78		\$ 39.78
<b>BANK CONFIRMATION FEE</b>	\$ -		\$ -
			\$ -
<b>SCHOOL PAYMENT</b>	\$ -		\$ -
			\$ -
	\$ -		\$ -
TRANSFER TO RECREATION BRD	\$ -		
<b>BALANCE AT END OF MONTH</b>	\$ 930,209.87	\$ 1,013,823.36	\$ 1,944,033.23
<b>BANK BALANCE AT MONTH END</b>	\$ 800,189.67	\$ 1,013,823.36	\$ 1,814,013.03
OUTSTANDING DEPOSITS	\$ 23,186.58		\$ 23,186.58
OUTSTANDING DEPOSITS - Servus	\$ 20,513.05		\$ -
OUTSTANDING DIR DEPOSITS	\$ -		
<b>SUB-TOTAL</b>	\$ 843,889.30	\$ 1,013,823.36	\$ 1,857,712.66
LESS OUTSTANDING CHEQUES	\$ 119,716.40		\$ 119,716.40
OUTSTANDING AUTO WITHDRAWALS			\$ -
BANK ERROR			
	\$ -		
	\$ -		
			\$ -
<b>BALANCE AT END OF MONTH</b>	\$ 724,172.90	\$ 1,013,823.36	\$ 1,737,996.26

THIS STATEMENT SUBMITTED TO COUNCIL

\_\_\_\_\_

MAYOR

\_\_\_\_\_

TOWN MANAGER

Town of Bashaw  
RECONCILIATION POSTING JOURNAL  
Bank Reconciliation

Account Trail Code: CMADJ00000291  
Chequebook ID: CREDIT UNION  
Description: Credit Union General Account

Bank Statement Ending Balance: \$800,189.67  
Bank Statement Ending Date: 2022-07-31  
Cutoff Date: 2022-07-31

Statement Ending Balance	\$800,189.67
Outstanding Cheques (-)	\$119,716.40
Deposits in Transit (+)	\$43,699.63
	-----
Adjusted Bank Balance	\$724,172.90
	-----
Chequebook Balance as of Cutoff	\$724,172.90
Adjustments	\$0.00
	-----
Adjusted Book Balance	\$724,172.90
	-----
Difference	\$0.00
	=====



# STAY INFORMED

## KEEP YOUR CITIZENS UP-TO-DATE & ENGAGED

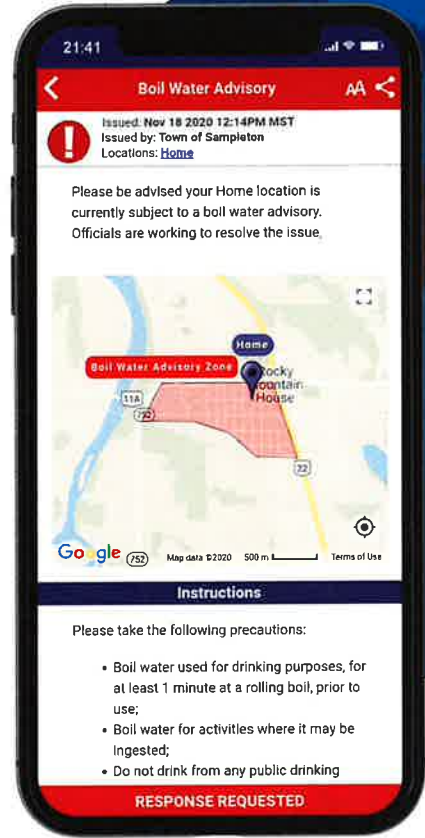
CRITICAL INCIDENTS, EMERGENCY ALERTS, PUBLIC NOTICES, DAY-TO-DAY COMMUNITY NOTIFICATIONS

**When critical incidents occur or community notification is required, how do you communicate relevant information to your citizens?**

Voyent Alert! can help provide personalized and engaging information to the people you are trying to reach when it matters most.

Designed to meet the unique needs of your community, Voyent Alert!'s multipurpose nature allows you to send critical event notifications as well as everyday communications with one application, eliminating the need to subscribe to multiple services.

- **Easy To Use**
- **Saves You Time**
- **Personalized**
- **Affordable**
- **Reliable**
- **Targeted**



## REAL LIFE SCENARIOS



- **Wildfire Warnings**
- **Flood Evacuation**
- **Man-Made Critical Incidents/Shootings**



- **Public Work Notices**
- **Road Closures & Construction**
- **Boil Water Orders**



- **Garbage Collection Reminders**
- **Snow Removal**
- **Digital Council Meetings**
- **Trail Closures & Park Policies**

ASSISTANCE WITH

## COMMUNITY REGISTRATION

Together we will help you launch in your community. We help increase user adoption by offering customized, press-ready artwork with your logo and geographical location in mind, such as:

- **Sample Web & Social Media Content**
- **Banners**
- **Posters**
- **One-Pagers**
- **Mailers**

## FEATURES THAT **MATTER**



### ENRICHED MEDIA **ALERTS**

Visually engaging and personalized alerts provide more context to your citizens in less time. Easily include images, documents, and map directions relative to them.



### ADVANCED **GEOFENCING**

Easily define a precise region to notify. Whether it is one street or many, only the impacted residents are notified. You have greater control over the targeting of your message.



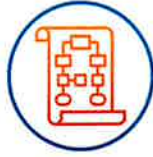
### TWO-WAY **COMMUNICATION**

Receive status updates or responses from citizens and/or emergency responders to gain real time insights and make quicker, more informed decisions.



### TIME **SAVING**

Increase your productivity with relevant notifications that are sent to the correct people at the right time. Schedule notifications ahead of time and save yourself the trouble.



### TEMPLATES TO **REDUCE ERRORS**

Pre-designed templates suited to your community help you get information out fast without errors. Simply fill in placeholders and send.



### GROUP & TEAM **FUNCTIONALITY**

Communicate efficiently to the right people in your organization: Public works, recreation, emergency management, search and rescue, and maintenance personnel.



### MOBILE **ADMINISTRATION**

Send out notifications and receive updates on the go. When a critical incident occurs, you may not have access to your office, but will have access to Voyent Alert!



### CUSTOMIZATION & **SUPPORT**

Your account, your way. We will help create templates for situations unique to your community and support you 24/7/365.



### MULTI-CHANNEL **DELIVERY**

Send relevant notifications to your citizens where they want to receive it.

## OTHER WAYS WE HELP

# **TRAINING, SUPPORT & COMPLIANCE**

Located in Canada, our support team provides the online training and support for your organization. Anybody can be easily trained on the service.

A dedicated training environment and online knowledge base is provided to your team to ensure they can easily send out an alert or review our online reference material, tutorials and videos.

Our support team is available 24/7/365.

As a Canadian company we are compliant with both federal and provincial privacy legislation.



**CALL**

1-877-263-3822



**LEARN**

voyent-alert.com



# VOYENT ALERT!

## **SYSTEM AVAILABILITY, PERFORMANCE & SECURITY PROTOCOLS**

This document outlines system availability, response times, and security protocols in place for the Voyent Alert! Notification Service.

### **1.0 System Availability:**

#### **1.1 Availability Summary:**

The Voyent Alert! Service currently leverages Amazon's Canadian-based Web Service offering (AWS) to deliver its notifications. The system as used by the ICEsoft ensures operations are maintained and secured on Canadian only cloud instances.

Historical 3-Year average availability rates for a single service deployment using AWS have been at 99.97%. Accordingly the Voyent Alert! Service has been designed so that its services are able to run multiple parallel instances, running in clusters spread across geographically separated data centres. The nature of this clustered service design ensures that should one cloud node be subject to an outage, operational load and service requests automatically transferred to one of the parallel cloud instances. As load traffic increases, additional instances are automatically spun up. This model delivers a 99.998% availability rate for the service.

ICEsoft Technologies maintain dedicated staff and backup staff trained in managing it's production environments. Staff hours and locations ensure 24/7 coverage over operations.

System backups are performed continuously and stored onto secondary cloud instances on all software and data contents. The system maintains copies of redundant data base instances residing across 2 distinct data-centres located in separate geographic regions across Canada.

#### **1.2 Historical Evidence of Access Times:**

Published historical availability rates for Amazons Canadian AWS service are:

2015 – 99.97%

2016 – 99.98%

2017 – 99.96%

Three year average = 99.97% per single cloud instance. Historically the Proponent runs a minimum of three parallel service instances running on geographically separated data centres with automatic cut over and load balance capabilities to achieve a >99.99% availability rate.

### **1.3 Service Disruption Recovery Times**

In the event of a service disruption, either planned (i.e. System Maintenance or upgrade), or unplanned (i.e. system crash), the cut over to the parallel service is near instantaneous.

### **1.4 Historical Recovery Time Performance**

ICESoft has monitored system recovery times over past system upgrades. During these transitions, one service instance is taken down and the new upgraded service instance is brought up. This upgrade process can take 5-10 minutes. During this time service traffic is automatically routed to the other instances that are already running. The time to take the software routing services to detect an instance is down and to re-route the service requests to the parallel instances is <1 second.

## **2.0 System Security:**

### **2.1 Security and Privacy Protocol Overview**

Security Protocols employed by Voyent Alert! shall include:

a) Company Security

- Access to all company systems (including those hosted on Amazon EC2 cloud) require using a corporate VPN with 2-factor authentication.

b) Access Security

- Internal system administrative access control is provided via

Amazon2-factor user authentication and firewall. Direct administrative access to internal systems (SSH) requires the use of individually assigned access keys in addition to private usernames and passwords.

- Access to system services via RESTful APIs requires a valid access token to be passed with each API call. An internal Auth service administers all user access within the system and manages the access token lifecycles. Access tokens are role specific and auto-expire at regular intervals.
- Admin Users of the Voyent Alert! Service use private username/password combinations created by another managing admin. Admin Users are also assigned roles that define their capabilities within the system (manage admins, regions, groups, or alerts).
- End-user subscribers of the system accessing the service register anonymously (the system is unaware of the users actual names,) and are provided with multi-factor password authentication. For example, if registered with a Text Phone number, the end user enters their phone-number as their "username" and the system sends them a Text notification with a temporary access code that they then enter to access their account. This facilitates compliance with provincial and federal privacy legislation.

#### c) Transport Security

- All externally accessible aspects of the system, including the web-application use TLS 1.2 transport security.

#### d) Data Security

- The system databases and backups are stored in encrypted file-systems.

#### e) Mobile Security

- The proposed mobile apps for use by Voyent Alert! Administrators and end-users subscribing to the service shall use a secure data store for all app data, including access credentials. All data in the data store is encrypted on the

device.

- The mobile apps can be configured with a mobile alert activation feature for appropriately authorized Administrators. The feature requires that the app be linked to an Alert Administrator's account via the admin entering the apps unique AUID into the web-app link device interface. Once this is done a notification is sent to the app on the device and the admin must then enter their admin password successfully on the device to complete the link. Account owners can optionally set a policy requiring all remote alert activations to enter their admin credentials prior to each activation.

f) Logging / Auditing

- The system logs all User authorizations (logins) and their actions within the system.
- All relevant activity related to alert activations, revisions, notifications sent, etc. are archived after 12 months and kept in S3 storage for up to 7 years for audit purposes.

## **2.2 Additional Security Considerations:**

In addition to the security protocols noted above the Voyent Alert! Service uses an internal security model based on a combination of access token authentication and contextually scoped data to ensure that all functions originate from authorized users or services and that data is compartmentalized to the lowest possible scope.

## **2.3 Ensuring Message Security and Privacy:**

Alert messages transmitted by the system to registered system recipients are transmitted to the various notification protocol providers via secure communication channels using TLS.

Alert messages exported from the system in CAP-CP format (such as to be sent to the NAAD system) should be signed by the issuer (facilitated by the appropriate Federal and/or Provincial systems) and then transmitted to the NAAD system via a secure TLS connection (or other suitable secure channel as required by the NAAD system).



# VOYENT ALERT!

## **PRIVACY COMPLIANCE SUMMARY - ICEsoft Technologies Canada Corp.**

### **1.0 FOIPPA / PIPEDA Compliance**

The Voyent Alert! Service has been developed to comply with both the British Columbia Freedom of Information and Protection of Privacy Act (FOIPPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada. Reviews of the service are held with legal counsel on an ongoing/regular basis to assess and monitor compliance status.

#### **1.1 Collection of Personal Information**

ICEsoft and the Voyent Alert! Service only collects or creates personal information that is necessary to perform the service being subscribed to. Human access to the information is available only on a "need-to-know" basis and then only for the purposes of carrying out support functions, or at the request of the Client.

### **2.0 Additional Privacy Considerations**

#### **2.1 Anonymous Registration**

In the case of Voyent Alert! compliance is facilitated by the fact that extensive personal information is not required in order to enrol in the system. Unless otherwise mandated by the client, registration is anonymous, requiring only a postal code, and users are not required to disclose names, addresses or locations in order to receive alerts.

Phone numbers and device id's are required, but there is no requirement that a name be provided.

#### **2.2 User Authorized Location Tracking**

In the event an end-user has chosen to access the service by way of an available mobile app they will be presented with an option to enable location tracking. They are not obliged to authorize location tracking in order to receive alerts on their mobile appliance.

In the event that users elect to not authorize location tracking, alerts will be sent to them based on the postal code the user used to register and/or any designated user locations they may have established during the registration process (i.e. work, home etc.).

In the event that users have elected to authorize location tracking, all effort is taken to maintain and respect the end-users privacy. The system does not perform real time tracking of end users. In the event of an alert being sent out, the mobile app is provided with the geometries and coordinates of the alerting region. The mobile app onboard the phone utilizes these co-ordinates to assess whether or not the user is inside a geofenced region or outside. If inside, the end-user is presented with the applicable alert message. This determination is performed local to the phone.

There do exist specific and constrained use cases whereby the user may be requested to authorize real time tracking and monitoring of their location. The Voyent Alert! system does have the ability to embed queries into the body of the message and request information as to the location of the respondent. Examples may include an alert being sent out to emergency response team members. Such an alert may include a query: "Are you able to respond?". In these cases the user is presented with a series of pre-canned responses. "Yes- 5 min. away", "No - Unable to respond" etc. Further request might be presented to secure insight as to where the respondent might be responding from. In this case of mobile app users, one possible response may be "Current Location", which provides the service knowledge of their current location. In such cases, the end user must knowingly authorize the release of their current location to the

system. Such authorization of disclosure only lasts for the duration of the alert.

### **2.3 Unsubscribe Options**

Users have the option of unsubscribing from the service at any time. Instructions as to how to unsubscribe are readily available and visible on both the user accounts home pages as well as under their "Profile" access.

User receiving text-based alerts may unsubscribe by responding to any text message with "Unsub".

### **2.4 System Infrastructure Location**

In compliance with FOIPPA and PIPEDA, all data and service infrastructure is stored, maintained and operated within Canada.

### **2.5 Communication Privacy**

All communications and data transmissions to and from the Voyent Alert! Service are encrypted. All externally accessible aspects of the Service, including the web-application use TLS 1.2 transport security.

## **3.0 Access to Personal Information and Notification of Disclosure**

### **3.1 Access Contact Information**

Per FOIPPA requirements, end-user home page views for mobile applications and on-line account viewing provide for a contact field, programmable by the client to provide end-users with contact instructions should they have privacy concerns or wish to request access to any system-based Personal Information.

### **3.2 Requests for Access to Information**

In the event ICESoft receives a request for access to personal information from a person other than the Client, the requesting person shall be redirected to the Client to re-

issue the request. In response to a Client generated request for personal information, ICEsoft shall undertake best efforts to provide such information within 5 business days of the request.

### **3.3 Notice of Foreign Demands of Disclosure**

ICEsoft shall not disclose personal information outside of Canada unless so ordered by a Canadian Court. In the event of a foreign demand for disclosure or has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure, ICEsoft shall immediately notify the client and provide information described in section 30.2(3) of the Freedom of Information and Protection of Privacy Act of British Columbia.

### **3.3 Notice of Unauthorized Disclosure**

ICEsoft shall immediately notify the Client should it become aware that there has been an unauthorized disclosure of personal information from the Voyent Alert! Service.

Category	Question	Answer
Access Security	Does the System provide granular, role-based security management for individuals and groups of staff?	Yes, Recipient users and Groups, as well as Administrator access-controls and alert authoring and issuance privileges are customizable and are configurable.
Access Security	Is there an ability for end users to update and access their account information details and can such access be restricted by a system administrator?	Recipient Users have the ability to log into their user accounts and update information pertaining to their account (Names, Registration Form information etc.) Authorized and properly authenticated Region Administrators have the ability to log in and access related system and end user account information (locations, groups, topic subscriptions, form data etc.)
Access Security	Are ICESoft / Voyent Alert! employees, independent contractors, and contracted third parties subjected to background verification checks?	All ICESoft Directors and Officers are subject to security and background verification and criminal complaint checks conducted by regional and RCMP services. Documents available upon request. Formal verification of general staff is not conducted beyond discretionary background checks performed by during the interview process by hiring management.
Access Security	What security certifications exist for physical and logical security of the Voyent Alert! service and supporting systems?	The Voyent Alert! Service leverages Amazon AWS for its cloud deployments and carries certifications for: SOC 2 Type 2, ISO 27001, ISO 27017, ISO 27018, CSA STAR Level 2, HITRUST CSF, PCI 3DS
Access Security	Are their established policies, procedures, and supporting business processes and technical measures implemented, to prevent the execution of malware on organizationally-owned or managed user end-point devices and IT infrastructure network and systems components?	ICESoft's workforce is primarily remote. All strategic corporate infrastructure and information is stored and provisioned from our AWS-based cloud infrastructure. We have strict policies in place to enforce a least-privilege approach to user access to this infrastructure. All access requires a multi-factor authenticated VPN connection. Each user is assigned roles specific to their job function(s), with the majority limited to development-related systems and environments. The Production environments are only accessible to a small group of qualified DevOps roles. Users with access to both basic developer roles and privileged DevOps roles must re-authenticate to explicitly use the role they require. All data is stored and transmitted in encrypted form.
Access Security	What Network and Host Based Intrusion Detection and Intrusion Prevention Systems (IDS/IPS) are in place?	System uses Amazon AWS CloudSecurity and CloudWatch services for monitoring.
Access Security	How are user permissions validated, tracked, and audited?	The System supports various ways to validate, track, and audit user permissions. New Recipient user accounts are not activated until the user completes a successful multi-factor login sequence, proving their control of the contact point they registered, prior to authorizing that account for use within the system. New Administrative accounts are not activated until the admin completes an account confirmation step, again, via a successful login to their admin account. The Recipient Management and Administrator Management views provide filters to view the status of the user accounts (Pending, Active, Disabled), with only Active accounts having access to full permissions. In addition, user accounts can be disabled (and removed) from within these management views. The Activity Reporting module displays the number of active Administrator and Recipient accounts, including new registrations, and unregistrations over time, down to the day. This data is also exportable for offline analysis in a spreadsheet.
Access Security	How is the Voyent Alert! Cloud Service protected against damage from natural causes and disasters (such as fire, flood, atmospheric electrical discharge, earthquake, tsunami, and other forms of natural or man-made disasters)? Do they provide automated fail-over or other redundancies in the event of planned or unplanned disruptions?	Voyent Alert! is deployed across two Amazon AWS Availability Zones to ensure high availability. Availability Zones are designed for physical redundancy and provide resilience, enabling uninterrupted performance, even in the event of power outages, Internet downtime, floods, and other natural disasters. The Canadian system leverages Amazon AWS data-centre in Canada, while the American system uses AWS data-centres in the United States. These data-centres represent the best-in-class in the industry. More information: <a href="https://aws.amazon.com/compliance/data-center/data-centers/">https://aws.amazon.com/compliance/data-center/data-centers/</a>
Accessibility	Is the Voyent Alert! Service compliant with disabilities regulations such as CDA in support of disabled employees and customers?	System is compliant with CDA and all European, Australian, and US equivalents.
Availability	How is the service restored after an unplanned outage event?	The system utilizes a twinned cloud service engineered for high reliability, with each instance hosted in different Amazon AWS Availability Zones that have completely independent power grid and internet backbone connections, and are separated geographically. In the case of one instance suffering an outage, all system traffic is re-routed to the twin which is synced in real time. In the extremely unlikely event that a catastrophic event disrupts service in both availability zones, the system can be deployed into additional availability zones in approx. 90 mins. There is no customer or service specific preference required or implemented in terms of the recovery sequence as most services are required to successfully initiate and deliver alert notifications.
Confidentiality	Is Data-at-Rest / Data-in-Transit encrypted and if so, how?	Yes. All data storage is encrypted using AES256-CBC (or 256-bit Advanced Encryption Standard in Cipher Block Chaining mode). Data transport is secured using TLS 1.3 with SHA-256 with RSA Encryption.
Confidentiality	Is the system compliant with regional privacy legislations?	Yes. System is fully compliant with Canadian, European, Australian, and US-based privacy legislations.
Confidentiality	Is the system compliant with anti-spam legislations, including opt-in details recorded in the database	Yes. System is fully compliant.
Confidentiality	How will ICESoft notify a client if law enforcement requests access to their data and what restrictions are there on the use and disclosure of the data?	ICESoft will comply with any legally warrant for access to data / files etc. Any such request is reviewed with Counsel (Fasken Martineau), subject to any restrictions in the warrant to the contrary ICESoft management would contact the Client's designate primary and secondary administrative contacts to advise them of the request. In the event of a joint request to access by the Client / Law Enforcement such access is granted immediately and such technical resources needed to expedite the request are immediately tasked to service the request.
Confidentiality	Where are services and data hosting for public information?	Data and systems pertaining to general public is hosted within environments dedicated "in Country" to the Client. The Canadian system leverages Amazon AWS data-centres in Canada, while the American system uses AWS data-centres in the United States.
Data Integrity	Who owns the system data pertaining to the service usage?	All system data related to the Client's account remains the exclusive property of the Client. The Client can demand full and complete surrender of all data records at anytime. Upon receipt of written request from the Client, signed by two administrators ICESoft shall under normal circumstances, deliver all records electronically (or make files available for download from a secured server location) within 2 business days of the request being received. In the event of a major disaster potentially impacting data recovery, delivery shall be made on a best efforts basis.

Category	Question	Answer
Data Integrity	Does the Client have the ability to run audit reports on data, access and deletion.	Yes. Alert revisions, last know changer, and changes are tracked against all alerts and data is readily accessible through online viewing and reports. User data base audit reports are available upon request with a 2 business day processing time. Reports show nature of the change, change authorship and change progression.
Data Integrity	How is backup data management performed?	System runs on twinned cloud instances performing real-time backup across instances. Complete image backups are completed approx. every 6 hours and stored in encrypted form on a third party cloud service.
Maintainability / Manageability	What are the system's data management and retention policies?	The system migrates alert and notification history data to a staged archive database once an Alert has ended. This data is kept available for reporting and billing purposes for a period of 7 years for audit purposes. Data older than 7 years is permanently purged from the system.
Maintainability / Manageability	What are ICEsoft's change management, release, and testing policies as they apply to both internal developers within the organization and external business partners?	ICEsoft's internal change-management, release, and testing policies that have been developed and refined over the last decade of successful software development and support for more than 20,000 enterprises and 150,000 developers worldwide. All SW changes must pass through variants of this process, which requires releases to migrate through Dev->QA->Training->Production environments in a controlled manner, by meeting release promotion criteria at each phase prior to moving on to the next. Internal checklists are used for each release deployment, from the smallest patch to the largest major release, to ensure release integrity.
Modifiability	Is there an ability to link to external web services or URLs from the messages?	Yes. The System supports embeddable links into the body of all alerts. These may include links to Client supported Web Sites, Public Information, Google maps for turn by turn instructions, links to zoom or Google Meet meetings etc.
Modifiability	Does the system have the ability to support character encodings?	Yes. The System support special character insertion and alternative keyboard sources when authoring alerts.
Modifiability	Does the System provide data import capabilities?	Data import is supported via Excel / CSV files which can specify default values to be used for specific data fields. In addition, integration with Open Directory, Microsoft Teams, Google Cloud Identity and Directory through a variety of LDAP / LDAP similar interfaces will be available Q4 of 2021.
Modifiability	Is the System able to create customizable fields to record additional information that can be used and/or reported on?	Yes. The System supports creation of customizable forms/fields that must be completed during user registration/profile editing. The recorded information can be queried or reported on.
Modifiability	Can access controls be configurable by client?	Yes. Client administrators may establish their own passwords and user names etc. Alert Administrators can be configured to have very specific permissions in terms of the types and nature of the Alerts they can access/activate. End user Recipients are unable to configure access controls.
Scalability	Please provide details regarding how the system is scalable and be expandable as users and database grows.	The Voyent Alert Service is built using a micro-service architecture. This structure allows to service to automatically increase or decrease processing capacity based on demand by replicating key processing elements across the cloud infrastructure. As system demand increases the system rapidly adjusts to accommodate, within pre-defined constraints designed to meet the needs of our current customer base and activity levels. Additional scalability headroom can be added quickly as required via the flexible AWS architecture. ICEsoft also has the ability to add additional outbound voice call, SMS, and Email capacity to ensure timely notification delivery, as needed, within a few business days notice.
Verifiability	Can System Administrators audit access and modifications of alerts?	Yes. The system tracks all administrative access including User names, time and duration of access, data base modifications and access, alert changes, revisions and transmission. All alert modifications are auditable from the administrative console. Audit tracking of End User changes require request submission to ICEsoft Support staff. Certain system metrics are monitored via AWS CloudWatch by ICEsoft personnel.
Installability	Does the System support multiple environments (Test, Training, Development, Production, etc.)? Is additional licensing required for each environment?	Yes. The System supports multiple environments for development, internal QA testing, Training and Production. Clients have access to both the Training and Production environments at no incremental cost or licensing. The multiple environments operate on different cloud structures and do not interoperate with one another.
Interoperability	Which commonly used web browsers is the System compliant with?	The Voyent Alert! Service is compatible with Google Chrome, Mozilla Firefox V31+, Apple Safari V7+, Microsoft Edge, IE 11 on the desktop, and Google Chrome for Android v6+ and Apple Safari for iOS V9+. In terms of end user alert viewing the system will auto-detect for browser compatibility and if incompatible the system will present static content to the browser for end user viewing.
Interoperability	Does the System support integration with the Active Directory systems?	Integration with Open Directory, Microsoft Teams, Google Cloud Identity and Directory is planned for Q4 of 2021.
Interoperability	Does the System support multiple data exchange methodologies including Native API, web service, messaging etc?	System supports data import via CSV/Excel formats. Third party service monitoring functions (i.e. Environment Canada, DriveBC etc.) support a wider variety of data exchange methodologies including Web Service integration, CAP-CP, RSS I/CAP feeds etc. The system provides an extensive REST-API set for supported functionality, though this aspect is not currently supported for direct programmatic access by clients.
Interoperability	Does the System supports data import and export in multiple formats including XLS, CSV, TXT, XML, JSON. Please detail the formats available?	Yes. Depending on the relevant function the System supports import and export of CSV/Excel files, KML/KMZ/Geojson shape files, PDF import / attachments and exports, various image formats.
Access Security	Is the System secured with enterprise next generation firewall or equivalent technology?	Yes, using Amazon AWS Cloud Security ( <a href="https://aws.amazon.com/security/">https://aws.amazon.com/security/</a> ) and AWS Network Firewall ( <a href="https://aws.amazon.com/network-firewall/">https://aws.amazon.com/network-firewall/</a> ).
Access Security	Is Multifactor Authentication (MFA) used for vendor and client administration. MFA is available for client application (if applicable)?	Yes. Multi-factor Authentication is used for all end user account logins and for all administrative access to data base, transmission and system / AWS services. MFA and biometric is presently being extended for administrative access to the Voyent Alert! Editor and is scheduled for Q3 '21 delivery.
Access Security	Are Vulnerability management and centralized logging tools used?	Yes, via Amazon AWS Inspector.
Access Security	Is there Monitored Compliance of the secured multi-tenant hosting environment?	Yes. Provided by Amazon AWS (CSA STAR Level 2 Certification).
Access Security	Are Web servers secured by a web application firewall?	Yes, using Amazon AWS Network Firewall ( <a href="https://aws.amazon.com/network-firewall/">https://aws.amazon.com/network-firewall/</a> ).

Category	Question	Answer
Access Control	Does Voyent Alert! have integration capabilities with enterprise identity management infrastructure (e.g. Active Directory) for single-sign on capabilities?	Active Directory, Google Identity, Google Cloud Directory and SSO features are committed roadmap items with a Q4 2021 scheduled delivery.
Access Control	Does Voyent Alert! have the ability to define access control lists (ACLs) through role-based access and/or ability to define and implement fine-grained access?	Yes. The System supports role-based access to critical functions through a multi-tiered / configurable administrator approach.
Access Control	Does Voyent Alert! have the ability to integrate and enforce strong authentication (i.e. multi-factor authentication) for the end users (clients) of the products/service?	Yes. End user (Recipient) registration and access utilizes dual factor authentication.
Access Control	Does ICESoft enforce strong authentication (i.e. multi-factor authentication) in the administration and support of the products/service?	Administrative access to the service supports both password based as well as dual factor authentication. Optional biometric access is a roadmap item presently scheduled for delivery Q3, 2021.
Access Control	Does ICESoft / Voyent Alert!: - allow users to select and change their own passwords? - forces users to change their passwords at the first log-on? - enforce the use of strong/complex passwords? - store and transmit passwords in protected form?	Voyent Alert! allows Administrative users to select and change their own passwords, and/or request a random password from the system. The use of strong/complex passwords are enforced. Passwords are transmitted in encrypted form (like all data).
Cryptography	Does ICESoft use the latest cryptographic controls in the management, support, and administration of the products/services offered?	Yes. All strategic corporate infrastructure and information is stored and provisioned from our AWS-based cloud infrastructure/ All access requires a multi-factor authenticated VPN connection (SHA256WITHRSA). Web-based system administration requires the use of TLS 1.3 (HTTPS) using SHA-256 with RSA Encryption.
Operations Security	Are backups or snapshots that contain sensitive information encrypted?	Yes. All data backups and snapshots are encrypted using AES256-CBC
Operations Security	Does the System have the ability to log detailed application and user activities without greatly affecting performance?	Yes. Detailed transmission logs and key data transfers points are all logged and maintained with no material impact to performance.
Operations Security	How does ICESoft assess and respond to security vulnerabilities reported in your products/services?	Security vulnerabilities identified either through Tool assessment, security notices and/or in-field problem reports are identified and flagged through the system problem reporting system (JIRA) along with an attached reproducible use case. Assigned developers rectify the situation as a priority bug fix which is then tested by developers, QA staff and if necessary in-field originators prior to its application.



## TOWN OF BASHAW

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### Arena and Recreational Facility Use and Allocation Policy

POLICY NUMBER 24.10

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APPROVAL DATE:	Nov. 19, 2015	REVISE DATE:	Aug. 20, 2020
MOTION NUMBER:	261-2015	REPEAL DATE:	
NEW MOTION #	145-2020	REVIEW DATE:	

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#### 1.0 Policy Intent

The intent of the Town of Bashaw Arena and Recreational Facilities use and Allocation Policy is to:

- 1.1 Operate Arena and Recreational Facilities in an equitable, cost effective and fiscally sustainable manner
- 1.2 Balance local services and needs with those of the Town as a whole
- 1.3 Meet current and future demands for both organized and casual participation

#### 2.0 Purpose

The following principles serve as the framework for the purpose of the Arena and Recreational Facilities Use and Allocation Policy and should continue to be considered when implementing and/or interpreting the various policy statements:

- 2.1 Access and Equity: Promote fair and equitable access to Arena and Recreational facilities in terms of allocation
- 2.2 Efficient Use: Promote efficient use of Arena and Recreational facilities by maximizing usage and creating clear and consistent booking procedures
- 2.3 Diversity: Promote a wide range of program opportunities
- 2.4 Youth Sport Development: Promote the role that Arena and Recreational Facilities play in the development of minor sports
- 2.5 Partnership: Promote the importance of partnerships in the delivery of activities (minor sport and community associations).
- 2.6 Ease of Use: The policy should be practical - easy for User Groups to understand and for the Town to implement.

### 3.0 Policy Statement

The Town of Bashaw strives to provide quality, well maintained facilities for use by community organizations and the public. In doing so, Town staff will, based on the directions in this policy, schedule the facilities in a manner that is determined by the Town to best serve the interests of the community.

### 4.0 Definitions

- 4.1 "Additional Municipal Services" shall refer to all facility services provided by the Town of Bashaw, which are beyond those that would normally be provided to ensure the health and safety of the Public using the facility.
- 4.2 "Casual User" means a user with a total duration of less than (3) rentals in a one-month period.
- 4.3 "Contact Person" means an individual identified by a User in its Arena Use Agreement to be the primary contact person between the User and the Town.
- 4.4 "Damage Deposit" means a refundable fee assessed to a User to cover the cost of damages that may occur due to actions on the part of the User or in conjunction with an ice/recreational facility allocation or event hosted by the User.
- 4.5 "Facility Attendant/Facility Staff" means the Town personnel on duty within the facility
- 4.6 "Local Youth User Group" (18 & under) User group who resides in the Bashaw area and accesses the arena as their primary recreation location
- 4.7 "Local Adult Sport Organization" (19 & older) Adult user group who resides in the Bashaw area and accesses the arena as their primary recreation location.
- 4.8 "Non-Ice Use" means the Indoor Arena playing surface during the off season of April 1 – September 15 of each year.
- 4.9 "Non-Local Youth User Group" (18 & under) external User group that does not regularly use the Bashaw Arena as their primary recreation location.
- 4.10 "Non-Local Adult Sport Organization" (19 & older) external Adult User group that does not regularly use the Bashaw Arena as their primary recreation location.
- 4.11 "Non-Prime Time" means the period of operation open to the public at a leisure facility which is determined by the Town to be the lowest demand for use.
- 4.12 "Prime Time" means the period of operation for a given facility or program which is determined by the Town to be the highest demand and/or most desirable period of use.
- 4.13 "Public Skating and Programs" means programs managed by the Town and are open to the public or targeted group.
- 4.14 "Recreational Facility" means any sport facility owned and operated by the Town of Bashaw and is used through a rental agreement with the Town of Bashaw.
- 4.15 "Regular Season Schedule" means the period of peak demand for the Arena and Recreational facilities each year.
- 4.16 "Regular User" means a user that requests three (3) or more bookings per month.

- 4.17 "School Use" means the bookings by the school including Home Schooling with referenced limitations; within the Town of Bashaw boundaries.
- 4.18 "Special Event" means a public or private event that is not directly associated with regular season schedules and bookings (i.e. Charity Hockey Games)
- 4.19 "Town" means the Town of Bashaw, and the Department(s) designated by the Chief Administrative Officer (CAO) to implement this policy.
- 4.20 "Town Programs, Special Events" means any program or special event operated, co-sponsored or sanctioned by Community Services Groups.
- 4.21 "Youth Sport Organization" means a sporting organization that is setup as a society, which includes minor sport activities and school programs organized primarily for youth residing in the Town of Bashaw. User groups must have 80% of membership composed of individuals younger than eighteen (18) years of age to qualify as a youth group.
- 4.22 "Use Agreement" means the Agreement signed by the Town and the User governing the use of the Arena or Recreational facilities.

## 5.0 Managerial Guidelines

- 5.1 Council Mandates the responsibility of administering and operating the Arena and Recreational facilities in a cost effective and efficient manner, developing appropriate rules and regulations and implementing the Arena and Recreational Facilities Policy to the Chief Administrative Officer (CAO).

## 5.2 Allocation

- 5.2.1 All Users
- 5.2.2 The General Arena Operation Schedules are outlined in Appendix 1.
- 5.2.3 The Recreational Facilities Operational Schedules are outlined in Appendix 2.
- 5.2.4 Arena and Recreational Facilities allocation is based on the total number of requests received, facility availability, priority ranking and cost efficiency
- 5.2.5 To confirm Arena and Recreational Facility allocations, Users must provide information as required in the signed Use Agreement. Bookings are not considered confirmed, and Users will not be authorized to access their recreational facility allocation until the Town has received all relevant documentation. (5.10 User Documentation Requirements)
- 5.2.6 Users requiring set up and/or dismantle time are requested to inform the Town Administration staff at the time of special event booking. Cancellations and/or adjustments may be subject to administration fee.
- 5.2.7 Once a User obtains allocated rental time of the Arena, this time cannot be subleased or sold to other groups.
- 5.2.8 All correspondence, bookings, and invoicing will be conducted between the Town and the contact person provided by the User. Decisions and actions of the contact person are considered decisions and actions of the User. The contact person is responsible for sharing information with their respective User Group.

5.2.9 The Town reserves the right to provide alternative facility allocations to users to change, cancel, or add ice allocation as it deems necessary.

5.2.10 A damage deposit must be provided twenty-four (24) hours from the time of booking or upon execution of the Arena Use Agreement. The Town will return the Damage Deposit so long as no outstanding fees are owed to the Town, including no amount for damages to the Arena. The Damage Deposit will be returned.

Within thirty (30) days of the end of the season for Regular Users

Within thirty (30) days of the allocation for Casual Users

### 5.3 Priority Ranking ("Schedule A")

5.3.1 The Priority ranking will be utilized to determine the Regular Season Schedule. Priority ranking for each facility is attached and labeled "Schedule A".

### 5.4 Regular Users

5.4.1 The Town shall inform all Regular Users who had rental time the previous year that regular season Arena and Recreational Facility rentals are being accepted and shall provide them with deadlines and procedures for booking these facilities.

5.4.2 Regular User requests received after the specified deadlines will be considered on a "first come, first served" basis, and only after the requests of Users that met the deadline have been considered.

5.4.3 Any User requiring more than eight (8) hours of rental time per week may be required to schedule five (5) percent of their annual request during non-prime time hours.

5.4.4 Where there is a conflict in the development of the Regular Season Schedule, the User with the higher ranking may be provided the rental time. In the event of extenuating circumstance, Administration reserves the right to make the determination.

5.4.5 Where booking conflicts arise between Users of the same ranking, the User with the greatest membership, defined as number of registered participants, may receive the booking. In the event of extenuating circumstance, Administration reserves the right to make the determination.

5.4.6 Home Schooling users will have access to two hours per week, based on town determined scheduling. Users will be required to complete a signed user agreement, include proof of insurance, and book their time to attend the two hours per week.

### 5.5 Casual Users

5.5.1 Requests from Casual Users will be considered after the Regular Season Calendar has been set, and will be considered on a "first come, first served" basis.

## 5.6 Tournaments/Carnivals/Special Events

- 5.6.1 Tournaments, Carnivals, and Special Events requests must be submitted to the Town in writing before November 1 each year.
- 5.6.2 Any tournament dates that are submitted following November 1 will be considered on a first come, first served basis.
- 5.6.3 Tournaments, Carnivals, and Special Events provided to the Town as specified in 5.6.1 prior to November 1 will be approved based on the priority ranking and procedures set out in this policy.
- 5.6.4 Casual Users requesting Tournaments, Carnivals, and Special Events can do so on a first come, first served basis following the seasonal allocation for Regular Users.

## 5.7 Play Off Games

- 5.7.1 To reduce the occasions when ice is reserved for playoff games, and then returned to the Town when teams do not continue in the playoffs, the following procedures will be in effect: Cancellation policy remains in effect.
- 5.7.2 User groups shall not pre-book anticipated playoff games that result in the cancellation of regular ice allocations of other user groups or reserve ice that would otherwise be made available to the community.
- 5.7.3 Upon notification, the Town will book the ice time required to host the playoff game. Should that time slot be already allocated to another group or individual, the Town will contact that group to re-schedule or cancel that booking. Playoff games shall take precedence over all other bookings, except special events.

## 5.8 Outstanding Accounts

- 5.8.1 Users with outstanding accounts may have their user privileges removed at the discretion of the Town.

## 5.9 Cancellation and Refunds

- 5.9.1 All booking cancellations must be provided in writing to the Town a minimum of five (5) days in advance of the scheduled booking. A cancellation is not considered confirmed unless the Contact Person has received confirmation from the Town that it has received the request. Town reserves the right to retain 15% of fee for administration due to cancellations and/or adjustments.
- 5.9.2 No booking refund will be given for cancellations made less than five (5) days prior to the rental date. Consideration for replacement bookings will be given for cancellations due to inclement weather resulting in hazardous road conditions.
- 5.9.3 Cancellations due to inclement weather will not be charged ice rental fees

- 5.9.4 The Town reserves the right to cancel a contract or booking should there be a breach of this policy, its conditions, rules or regulations, or the Town determines that the facilities are not being used for the purposes requested.
- 5.9.5 The Town reserves the right to cancel programs of User Groups for Special Town events and or maintenance. In such instances, the Town will refund, and fees collected for the cancelled facility allocation.
- 5.9.6 In the event of a Town initiated cancellation, the Contact Person will be contacted as soon as possible and where possible informed of the cancellation verbally and in writing.
- 5.9.7 The Town is not liable for cancelled allocations.

#### 5.10 User Documentation Requirements

The User, at its sole cost and expense, shall take out and keep in force and effect during the Term, the following insurance coverage:

- 5.10.1 Comprehensive general liability insurance, which includes a participant on participant coverage, with inclusive limits of not less than \$ 2,000,000.00; and Such other form of insurance as the Town or the User may reasonably require from time to time, in amounts and for insurance risks against which a prudent person under similar circumstances would insure.  
The User shall provide a copy of the policy for any insurance to the Town prior to the beginning of the Term.
- 5.10.2 The User will always obey all laws, bylaws, regulations, and policies of the local authority within which the Arena is located as they may exist from time to time.
- 5.10.3 Information regarding the organizations contact person and alternate and email of organization treasurer where billing invoices are to be sent.
- 5.10.4 The User will provide and attach to the Arena Use Agreement, at the time of execution, a list of all its members, together with completed Informed Consent/Waiver forms signed by each individual who will participate in the use of the Licence Area pursuant to the Arena Use Agreement. The User will provide updates to the member's list and signed Informed Consent/Waiver forms to the Town as they occur.
- 5.10.5 Damage Deposit in the amount of five hundred (\$500.00) dollars. The damage deposit will be returned as outlined in section 5.2.10
- 5.10.6 Signed Arena User Agreement.

#### 5.11 Dressing Rooms Usage

- 5.11.1 Dressing room use is at the risk of the user. The Town of Bashaw is not responsible for any lost or stolen items from the dressing rooms.
- 5.11.2 Items left in the dressing rooms and found by Town staff will be placed in the facilities lost and found container.

- 5.11.3 Users looking to use a facility dressing room will go through the following procedure to do so:
- obtain the dressing room key from the Facility Staff upon arrival at the facility
  - must return the key, in the same condition as it was received, to the Facility Staff upon completion of use.
  - The User is responsible for any damage and must ensure their group cleans up any garbage such as tape, pop cans, candy and or food wrappers, from the floor and benches. The Town reserves the right to bill the User \$200.00 for each occurrence for non-compliance.
  - The Town reserves the right to bill the User \$25.00 for showers/water left running.
- 5.11.4 Dressing rooms will be made available to the User group up to one hour prior to the User's booking time and must be cleared by the User within 30 minutes following the end of the booking time. Failure to comply with these timelines may result in additional charges to the User.
- 5.11.5 If a dressing room key is lost or stolen while in the care and custody of the individuals or organization using the facility, a charge of \$50.00 will be applied to their rental
- 5.11.6 Facility Staff reserves the right to refuse access to dressing rooms at any time and have the authority to ask users to vacate a dressing room at any time for failure to comply with Facility Rules and Regulations.

## 5.12 Facility Rules and Regulations

The following rules and regulations always apply to all individuals and groups using the Arena :

- 5.12.1 All rentals are payable at the time of booking. Payments must be made to the Town of Bashaw by cheque, cash, debit, credit card(Activation fees apply) or etransfer. Rentals for Users who have signed an Arena Use Agreement, will be payable as set out in the Arena Use Agreement.
- 5.12.2 Possession and/or consumption of alcohol is strictly prohibited anywhere in the Arena, including dressing rooms. Alcohol is only permitted in the Arena during Alberta Gaming and Liquor Commission sanctioned events.
- 5.12.3 Smoking and chewing tobacco is strictly prohibited anywhere in the Arena, including in the dressing rooms.
- 5.12.4 Anyone under the influence of drugs or alcohol may be refused entry or removed from the premises.
- 5.12.5 Disruptive behaviour and loitering are not permitted in the Arena.
- 5.12.6 Groups/individuals are responsible for any damage to the Arena facility or equipment and will be required to pay for any damage. They may also be suspended from future entrance into the Arena and reported to the Authorities.

- 5.12.7 Use of Profanity, disrespectful or inappropriate language is not permitted in the Arena.
- 5.12.8 Hockey sticks, pucks or other objects are to be used only on the ice. Shooting of pucks, balls or other objects is prohibited in the bleachers, dressing rooms, lobby, or hallways of the Arena.
- 5.12.9 Throwing objects on the ice is prohibited.
- 5.12.10 Food or beverages are not permitted on the ice.
- 5.12.11 The wearing or changing of skates in the bleachers is not permitted.
- 5.12.12 No one is allowed on the ice during ice resurfacing unless assistance is expressly requested and authorized by Facility Staff. All persons will remain off the ice until the Zamboni has left the ice and the gate is closed.
- 5.12.13 The Town of Bashaw and Facility Staff are not responsible for lost, stolen or damaged articles.
- 5.12.14 The Town, including Facility Staff, reserves the right to ask any individual or User group, who does not adhere to the rules, to vacate the Arena. A further banning from the Arena may result pending review by the Town.

## 6.0 Persons Affected

All Users.

<b>APPENDIX 1 ARENA OPERATING SCHEDULE</b>
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## 1. Arena Ice Opening

- 1.1 The Town of Bashaw will open the arena at the following times:
  - First week in October.
- 1.2 Earlier Openings will be allowed at the discretion of the CAO. Fee for early opening will be billed at the full price plus ten (10%) percent for a minimum of eight (8) hours per day for every day the arena is opened early.

## 2. Arena Ice Closing

- 2.1 The Town of Bashaw will close the arena on the last Friday in March unless it is required for:
  - The completion of scheduled league and or provincial finals
  - Hosting of local provincial, or national tournaments
- 2.2 Late closing will be allowed at the discretion of the CAO, for purposes other than those listed in Section 2.1. Fee for late closing will be billed out at the full price plus ten (10%) percent for a minimum of eight (8) hours per day for each additional day that closing is delayed.
- 2.3 The arena may be closed earlier than the specified date if low bookings do not require that it be open.

## 3. Operating Hours

- 3.1 Operating hours are as follows:
  - As per scheduled calendar but no later than 10:30 p.m.

## 4. Public Skating and Shinny Hockey

- 4.1 The Town will provide ice time each week for public skating and shinny hockey.
- 4.2 Public skating and Shinny hockey will be supervised by Facility Staff with the authority to remove patrons not abiding by facility rules and regulations.

- 4.3 Public Skating and Shinny hockey may, if required be cancelled periodically if there are special events, playoffs, tournaments, or carnivals which require the ice times.

## 5. Ice Maintenance

- 5.1 As part of all bookings, there will be a minimum of one (15 minute) flood at the end of every booking. A minimum charge for one flood per booking will be charged. Bookings longer than one hour may require additional floods.
- 5.2 Facility Staff and/or other authorized personnel are the only individuals permitted to be on the ice during floods
- 5.3 The Town of Bashaw requires that all ice users supply ice use schedules and flood requirements to the Arena Staff at the start of the season and update information if it changes. The Town reserves the right to accept or modify ice flood requests to ensure operational efficiencies. Additional floods at any time may be necessary and are at the discretion of the arena operator.
- 5.4 All doors and players box doors accessing the ice surface must be closed when leaving the ice for the operation of the Ice Resurfer for periodic floods
- 5.5 In the occurrence that only one rink attendant is on staff, and to avoid any unnecessary delays, it would be desirable that arrangements be made for either referees, coaches and or other authorized persons assist the rink attendant in removing the nets to allow for ice maintenance (floods) during the games and at the conclusion of either games or practices.

## 6. Statutory Holiday Bookings

- 6.1 The Town of Bashaw arena will be closed on the following days:

- |                            |                       |
|----------------------------|-----------------------|
| • October                  | Thanksgiving Day      |
| • December (may fluctuate) | Christmas Staff Party |
| • November 11              | Remembrance Day       |
| • December 24              | Christmas Eve         |
| • December 25              | Christmas Day         |
| • December 26              | Boxing Day            |
| • December 31              | New Year's Eve        |
| • January 1                | New Year's Day        |
| • February (Third Monday)  | Alberta Family Day    |

6.2 The arena may be open for daytime or other special booking on Statutory/General Holidays, with one month’s notice, to facilitate staff scheduling and with the approval of the Town of Bashaw.

7. Summer Use

7.1 Once the ice has been removed from the arena, the facility is available for rental. Any group booking the arena must sign a Town of Bashaw Rental Contract and pay the fee according to the options stated within the contract. Priority listing on summer bookings remain the same as those for the regular season.

8. Prime and Non-Prime Allocation

Prime Time	Monday – Friday	4:00 pm – 10:30 pm
	Saturday and Sunday	8:00 am – 4:30 pm
Non-Prime Time	Monday – Friday	9:00 am – 4:00 pm
	Saturday and Sunday	4:30 pm – 10:30 pm

APPENDIX 2  
Recreational Facilities Operating Schedule (Outdoor)

1. Recreational Facility Opening

- 1.1 The Town of Bashaw will operate the recreational facilities beginning mid-April, weather permitting

2. Recreational Facility Closing

- 2.1 The Town of Bashaw will operate the recreational facility until the end of September, weather permitting

3. Recreational Facility Maintenance

- 3.1 The Town reserves the right to close athletic fields at its discretion if requiring additional maintenance or if weather has impacted the safety of field use
- 3.2 Users who disregard recreational facility closures due to maintenance or weather may have access to facility use suspended or removed.

SCHEDULE 'A' FACILITY PRIORITY RANKINGS
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**Arena**

First Priority	Town of Bashaw Programs
Second Priority	Special Events
Third Priority	Local Minor Sports Organizations
Fourth Priority	Local Adult Sport Organizations
Fifth Priority	Local Other
Sixth Priority	Non-Local Minor Sport Organizations
Seventh Priority	Non-Local Adult Sport Organizations
Eighth Priority	Non-Local Other

**Recreational Facility**

First Priority	Town of Bashaw Programs
Second Priority	School Users
Third Priority	Local Minor Sports Organizations
Fourth Priority	Local Adult Sport Organizations
Fifth Priority	Local Other
Sixth Priority	Non-Local Minor Sport Organizations
Seventh Priority	Non-Local Adult Sport Organizations
Eighth Priority	Non-Local Other



August 8, 2022 – Document Shared in Council Package – First section reflects past council discussions, and the second part will provide updated report card on activities.

❖ **Strategic Plan Review**

**March 11, 2021**

Council listened to the Budget Webinar from Bloom Municipal Education – for the first part of the meeting.

We then proceeded to review the goals of the strategic plan.

**Mission Statement**

Bashaw . . . . now and into the future . . .

- Mission statement still fits. There was no desire to change the mission statement.

**Economic**

Strategic Priority 4.1.1 Promote and advocate Bashaw as a regional centre for business and tourism.

Strategic Priority 4.1.2 Develop a business attraction and retention strategy.

Strategic Priority 4.1.3 Market Bashaw as an affordable place to live and work.

- Council expressed the need to focus on essential services.
- The goals listed are relevant, however with COVID, council felt being prudent with spending was important.

**Governance**

Strategic Priority 4.2.1 The Town will be financially sustainable.

Strategic Priority 4.2.2 The Bashaw Fire Department will continue to provide excellent service for the region.

Strategic Priority 4.2.3 Efforts will be made to Improve the appearance of the Town.

Strategic Priority 4.2.4 Municipal Human Resources

- Council felt financial sustainability continues to be important.
- Town appearance – Concerns about cleaning up properties, repairs to derelict, damaged buildings. Administration to have conversations and interact with property owners to address issues.
- Succession planning continues to be important.

**Environmental and Infrastructure Strategy**

Strategic Priority 4.3.1 Ensuring that existing municipal infrastructure is maintained.

Strategic Priority 4.3.2 Investing in New Infrastructure to Accommodate Growth

- Council expressed desire to ensure that existing municipal infrastructure is maintained.
- Place investing in new infrastructure; on hold for now.

## Environmental

Strategic Priority 4.3.3 Making municipal buildings more energy efficient.

- Council felt it important to pause/put this goal on hold.
- We have made strides at the arena, (replacement lighting) however due to the aging building and ice plant – it requires additional discussion and community engagement.

## Social

Strategic Priority 4.4.1 Foster improved support for volunteers

Strategic Priority 4.4.2 Ensure the Existing Medical Services are Maintained in Town.

Strategic Priority 4.4.3 Attract Seniors to Bashaw

- Council expressed the continued availability of Medical services is important to the community. They recommended that administration have conversations with the Doctor and obtain information regarding their operations.
- Senior's housing, and access to ground floor duplexes came up in discussion. Council recommended administration arrange a meeting with local construction companies to brainstorm ideas. Obtain their feedback regarding – how could you see this working?

## Recreation and Cultural

Strategic Priority 4.5.1 Maximize the Use of Recreation Facilities

Strategic Priority 4.5.2 Enhance Cultural Opportunities

- Council expressed the need to pause on these goals. Additional discussions regarding the arena and the community hall may need to transpire.

## Detailed Key Results, Strategies and Actions: Report Card on Strategic Plan

### 5.0 KEY RESULTS, STRATEGIES AND ACTIONS

#### 5.1 Economic Strategies and Actions

Economic			
Strategic Priority 4.1.1 Promote and advocate Bashaw as a regional centre for business and tourism			
Key Results			
▪ An updated branding strategy will guide marketing efforts to expand awareness of the community to new attract residents and business opportunities.			
Strategies	Who	When	Budget
▪ Market Bashaw as a great place to live on Town Web Site and various social media networks.	CAO & Staff	2 <sup>nd</sup> Quarter 2020	TBD
Town Website continues to be updated with information on a regular basis.			

Regular information updates are provided for information purposes on Facebook. Outgoing information only.			
<u>July 2022</u> – CAO and Administration staff are working with Edge Marketing to create a new website.			
<ul style="list-style-type: none"> <li>Develop and Coordinate a Bashaw marketing strategy through an upgrading of the Town Web Site</li> </ul>	CAO & Staff	2 <sup>nd</sup> Quarter 2020	\$10,000
We have not changed website format, still seeking suitable replacement.			
<u>July 2022</u> – In process.			
<ul style="list-style-type: none"> <li>Work with Regional Partners, Camrose County, to market the tourism opportunities surrounding Bashaw, including Buffalo Lake, Golf Courses, etc.</li> </ul>	CAO & Council	Ongoing	TBD
Relationships with regional partners continue to be productive and positive.			
Intermunicipal Development Agreements and Intermunicipal Collaboration agreements have been generated as well.			
<u>July 2022</u> – Camrose County Development has been building data bases and sharing social activities for the area.			

Branding Strategy – We have obtained consistent town of Bashaw signage and logos on Fire Department, Town entrance, Cemetery, Community hall, and Campground. Beautification has been instrumental in this area. They are working on a sign for the Sitting stone park area.

<b>Economic</b>			
<b>Strategic Priority 4.1.2 Develop a business attraction and retention strategy</b>			
<b>Key Results</b>			
<ul style="list-style-type: none"> <li>The Town will have a defined strategy to retain existing businesses and attract new business opportunities to the community.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>Develop and Maintain an up-to-date inventory of local businesses by business category</li> </ul>	CAO & Staff	4 <sup>th</sup> Quarter 2019	Nil
We are working on obtaining business information. We have received some via Facebook interaction.			
Our plan is to have a business link on the website to enable businesses to provide their details.			
We continue to actively attend Bashaw & District Chamber of Commerce meetings.			

<p><u>July 2022</u> – Website will have additional features to add businesses. Currently, the business would need to go on and add their business.</p> <p>We may want to consider implementing a business license bylaw for the ability to generate a data base.</p>			
<ul style="list-style-type: none"> <li>Develop and Maintain links for the Town business directory on the Town web site.</li> </ul>	CAO & Staff	2 <sup>nd</sup> Quarter 2020	Nil
<ul style="list-style-type: none"> <li>Development of a strategy to encourage new niche businesses</li> </ul>	CAO & Council	4 <sup>th</sup> Quarter 2020	Nil

Business Development Commentary – We have experienced business development, Bashaw Seed Cleaning Plant cooperative, Bashaw Concrete Batch plant, Poly Ag plastic recycling and upgrades to the UFA fuel station.

Main Street – Renovations have occurred on many vacant buildings. New businesses in place: Taxidermy, hair salon, restaurants, and Cannabis Retail.

Innovation – Many existing businesses have changed their products and offered greater variety due to COVID. Bashaw Farm Supply – online services and offering plants, etc. Several restaurants offering delivery, pre-orders, and freezer meals.

Development 2020 – There were increased development permits for 2020. We had 22 development permits for various projects. Garages, decks, new modular classroom placed, UFA upgrade, a new Manufactured home placed, etc.

Development 2022 – Currently at 10 development permits.

<b>Economic</b>			
<b>Strategic Priority 4.1.3 Market Bashaw as an affordable place to live and work</b>			
<b>Key Results</b>			
<ul style="list-style-type: none"> <li>Innovative strategies to facilitate the sale of existing lots and the construction of new homes in Bashaw.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>Placement of Sign on Highway Advertising Residential Lots of Sale in Bashaw</li> </ul>	CAO	2 <sup>nd</sup> Quarter 2020	\$2500
<ul style="list-style-type: none"> <li>Development of Advertisements to be placed on Town web site and Face Book</li> </ul>	CAO & Staff	4 <sup>th</sup> Quarter 2019	nil

We have sold a lot in Sproule and there has been a manufactured home placed on it.

Residential Lots – we are looking at strategies for selling them. For sale signs have been placed on the lots, and information regarding them is on our website.

Community Engagement – Discussions regarding online sales opportunities, and engaging local builders are anticipated to transpire.

Home Sales – We have been experiencing increased house sales in the first part of 2021.

July 2022 – Home sales and changes continue to occur. Residential lots have not sold. We put them online and did not have success selling them.

## 5.2 Governance Strategies and Actions

<b>Governance</b>			
<b>Strategic Priority 4.2.1 The Town will be financially sustainable</b>			
Key Results			
<ul style="list-style-type: none"> <li>▪ A three-year capital and operational plan are maintained.</li> <li>▪ A commitment for long term funding through the Provincial Government is secured.</li> <li>▪ An appropriate funding agreement for recreation is developed with Camrose County.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>▪ Annually update the three-year capital and operation plan for the Town</li> </ul>	Council & CAO	Ongoing	Nil
<p>The province has implemented requirements for 3 year operating and 5-year capital plans. Administration anticipates generation of both.</p> <p>2022 – Multi year operating plan has been generated.</p> <p>Capital Plan is outstanding. It is on Administrative agenda to complete.</p>			
<ul style="list-style-type: none"> <li>▪ Meet with Provincial officials regarding long term funding.</li> </ul>	Council & CAO	1 <sup>st</sup> Quarter 2020	Nil
<p>Council continues to interact with provincial officials. However, trends indicate that provincially funded infrastructure dollars are on the decline.</p> <p><u>July 2022</u> – Administration is following up on council’s request to connect with the area MP.</p>			

<b>Governance</b>			
<b>Strategic Priority 4.2.2 The Bashaw Fire Department will continue to provide excellent service for the region.</b>			
Key Results			
<ul style="list-style-type: none"> <li>▪ Fire Department Continues to Provide a High Level of Service for the Bashaw Region</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>

<ul style="list-style-type: none"> <li>Working with regional partners to ensure the Bashaw Fire Department maintains updated equipment and members are adequately trained.</li> </ul>	CAO & Fire Chief	Ongoing	TBD
<p>Updated equipment is being purchased on a regular basis. Training continues, however was impacted by Covid restrictions.</p> <p>July 2022 – Training continues to be implemented. Fire fighters continue to train and improve their skills.</p>			
<ul style="list-style-type: none"> <li>Complete an update of the Standard Operating Procedures</li> </ul>	CAO, Fire Chief and Province	3 <sup>rd</sup> Quarter 2020	nil
<p>Several areas of the Standard Operating guidelines have been updated.</p> <p>2022 – Standard Operating Guidelines presented to council, addition of Assistant Fire Chief.</p>			

The Fire Fighters honorarium was increased in 2020. The Fire Chief and Deputy Fire Chief monthly amount remains the same.

<b>Governance</b>			
<b>Strategic Priority 4.2.3 Efforts will be made to Improve the appearance of the Town</b>			
<b>Key Results</b>			
<ul style="list-style-type: none"> <li>The appropriate bylaws will be developed and enforced to ensure the Administration has the appropriate tools to enforce.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>Update unsightly property bylaw.</li> </ul>	CAO	1 <sup>st</sup> Quarter 2020	NIL
<ul style="list-style-type: none"> <li>Update traffic bylaw regarding the parking of commercial vehicles on residential streets.</li> </ul>	CAO	1 <sup>st</sup> Quarter 2020	NIL
<ul style="list-style-type: none"> <li>Improve awareness of complaints policy through Town Web Site and Social Media.</li> </ul>	CAO	1 <sup>st</sup> Quarter 2020	NIL

Council requested administration have conversations and follow up with several of the unsightly properties. Drafts of a revised Traffic Bylaw have been generated, however in process of reviewing functionality.

We have been working with resident concerns and there has been increased receptivity to completing complaint forms to enable consistent follow up.

2022 – Continues to be complaint driven process. It is up to residents to bring their concerns forward. We lack administrative support to generate the complaints.

<b>Governance</b>			
<b>Strategic Priority 4.2.4 Municipal Human Resources</b>			
<b>Key Results</b>			
<ul style="list-style-type: none"> <li>▪ A succession plan will be developed.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>▪ Ensure adequate resources for employee development and training, with encouragement for employees to complete appropriate training.</li> </ul>	CAO & Council	Ongoing	TBD
<ul style="list-style-type: none"> <li>▪ Update Personnel Policy</li> </ul>	CAO & Staff	1 <sup>st</sup> Quarter 2020	Nil

These areas are being worked on. We have begun training a Municipal Treasurer in preparation for staff retirement.

Personnel policy remains outstanding.

July 2022 – Public works foremen and Assistant CAO have retired. Replacement staff are in place and are in process of continued training. Retired Assistant CAO Sinclair continues to assist in a part time basis. We have staff on maternity leave; therefore, training continues.

### 5.3 Environmental/Infrastructure Strategies and Actions

<b>Environmental and Infrastructure Strategy</b>			
<b>Strategic Priority 4.3.1 Ensuring that existing municipal infrastructure is maintained</b>			
<b>Key Results</b>			
<ul style="list-style-type: none"> <li>▪ The Town Infrastructure is maintained to an acceptable standard</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>▪ Continue with the plan to update the Town Infrastructure as identified in the 2013 Infrastructure Study</li> </ul>	CAO & Public Works Staff	Ongoing	NIL
<ul style="list-style-type: none"> <li>▪ Work with the Provincial and Federal Governments to secure the funding required to complete the required infrastructure upgrades.</li> </ul>	Council & CAO	Ongoing	NIL

We have completed one of the projects listed in the Study and are proceeding to the second one; the Lagoon.

2022 – Lagoon upgrade has been completed. Administration and Public works have been meeting with Tagish engineering to plan for the next phase and generation of Capital Plan.

<b>Environmental and Infrastructure</b>			
<b>Strategic Priority 4.3.2 Investing in New Infrastructure to Accommodate Growth</b>			
Key Results			
<ul style="list-style-type: none"> <li>▪ A plan to complete the appropriate grading of the industrial land is completed.</li> <li>▪ The Town will work with regional partners and the Provincial Government to bring high speed internet to Bashaw and the surrounding area</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>▪ Development of a Lot Grading Plan for the vacant Industrial land is completed.</li> </ul>	CAO & Engineer	4 <sup>th</sup> Quarter 2020	TBD
<ul style="list-style-type: none"> <li>▪ The Town will lobby Provincial and Federal Government to develop high speed internet to service the Bashaw Region.</li> </ul>	Council	2020	NIL

There is a general lot grading plan. We obtained pricing for a lot grading plant; it was around \$63,000.00. It may not be practical to proceed with this until we have funds accessible.

We continue to engage MLA and MP in this regard.

2022 – Industrial lot plan funding was approved by Council. We are working with Tagish to complete the plan.

<b>Environmental</b>			
<b>Strategic Priority 4.3.3 Making municipal buildings more energy efficient</b>			
Key Results			
<ul style="list-style-type: none"> <li>▪ An energy analysis on all municipal buildings is prepared.</li> </ul>			
<b>Strategies</b>	<b>Who</b>	<b>When</b>	<b>Budget</b>
<ul style="list-style-type: none"> <li>▪ A scoping audit of the Arena complex will be completed.</li> </ul>	CAO & Staff	2020	TBD
<ul style="list-style-type: none"> <li>▪ Long-term retrofitting of buildings.</li> </ul>	CAO & Staff	Ongoing	TBD

Scope audit complete, and in 2020 a Lighting implementation project had been completed at the Arena & Curling Rink.

We anticipate evaluating the Arena and Curling rink, due to aging building and ice plant.

## 5.4 Social Strategies and Actions

<b>Social</b>			
<b>Strategic Priority 4.4.1 Foster improved support for volunteers</b>			
Key Results			
<ul style="list-style-type: none"> <li>Work with BDSS to continue to support the volunteer recognition program.</li> </ul>			
Strategies	Who	When	Budget
<ul style="list-style-type: none"> <li>Continue to support the efforts of BDSS to recognize and support volunteers in Bashaw</li> </ul>	Council	Ongoing	TBD

We continue to provide annual funding and support their efforts in as many ways as we can.

<b>Social</b>			
<b>Strategic Priority 4.4.2 Ensure the Existing Medical Services are Maintained in Town</b>			
Key Results			
<ul style="list-style-type: none"> <li>Continue to promote and encourage residents of the region to support and utilize the local medical and health care facilities in Bashaw</li> </ul>			
Strategies	Who	When	Budget
<ul style="list-style-type: none"> <li>Utilize the upgraded Town Web page to market and promote the local health care facilities.</li> </ul>	CAO & Staff	2020	Nil

We have provided information on our website for information purposes.

<b>Social</b>			
<b>Strategic Priority 4.4.3 Attract Seniors to Bashaw</b>			
Key Results			
<ul style="list-style-type: none"> <li>Bashaw becomes known as an affordable place for seniors to move to as they retire.</li> </ul>			
Strategies	Who	When	Budget
<ul style="list-style-type: none"> <li>Contact various housing contractors/developers who might be willing to construct ground level housing on available lots.</li> </ul>	CAO & Council	2 <sup>nd</sup> quarter 2020	TBD

This remains outstanding.

## 5.5 Recreation and Cultural Strategies and Actions

Recreation and Cultural			
Strategic Priority 4.5.1 Maximize the Use of Recreation Facilities			
Key Results			
<ul style="list-style-type: none"> <li>▪ Facilities will be utilized on a year-round basis.</li> <li>▪ Condition assessments will be prepared that guide operation and future improvements to existing community facilities.</li> </ul>			
Strategies	Who	When	Budget
<ul style="list-style-type: none"> <li>▪ Continue to work with community groups to determine alternative uses for the buildings in the off-season.</li> </ul>	CAO	Ongoing	Nil
<ul style="list-style-type: none"> <li>▪ Retain the services of a qualified professional to undertake facility condition assessments.</li> </ul>	CAO	2021	TBD
Covid 19 has stalled these activities. The provincial restrictions have limited our ability to pursue these areas.			
<u>2022</u> – Increased administrative demands have impacted progress in this area.			
Recreation and Cultural			
Strategic Priority 4.5.2 Enhance Cultural Opportunities			
Key Results			
<ul style="list-style-type: none"> <li>▪ Champion's of a cultural program will be identified.</li> </ul>			
Strategies	Who	When	Budget
<ul style="list-style-type: none"> <li>▪ Work with Community leaders to identify key individuals to support and promote cultural opportunities in Town</li> </ul>	Council	Ongoing	Nil
Provincial restrictions have impacted this area in 2020. Minimal focus placed on this.			

Plan Approved by Council – September 19, 2019.

Plan Reviewed by Council – March 11, 2021.

Plan Presented to Bashaw Town Council – August 8, 2022.

Next Steps?

**Town of Bashaw**  
**Public Works Project Duties list**

Project or Duty Description:	Priority	Regular Duty	Additional Duty	Start Date:	Estimated Project timeline	Issues, details, causes of delays?	Date Completed
<b>Water Related</b>							
Water Meter Replacement	X			ASAP		Process of working on; booking changeovers with residents.	
#3 Vertical Turbine rebuild	X					Not complete	2022-07-13
Fire pump Maintenance	X					Complete	2022-07-01
#2 Vertical Turbine rebuild	X					Incomplete	
Shut off Valve checks and replacements						TBD	
CC Valve Replacement		X		ASAP		Lawns complete/seeded; concrete is on schedule	
Water leak site cleanups	X			July/18/22			
<b>Recreation/Arena</b>							
Gutter Repairs	X			ASAP		Curling rink and arena on schedule	
Ball Diamonds	X			April 6 2022	Complete, ongoing for season	Seasonal maintenance, dragging, weed removal in preparation for next season.	Aug-22
RV stations		X		May 27/2022	2 Days	Campground RV is back in service	Aug-22
Exterior Building repairs			X	Jul-22	2 Weeks	Community Centre in process; just needs painting.	Aug-22
Garbage cleanup		X				Ongoing.	
Repairs to the Curling Club Shed			X	ASAP		Outstanding; need to budget	
Arena Plexiglass		X		May-22	2 Weeks	Removed for upcoming concert.	
<b>Parks, trees, Cemetery</b>							
Pond Treatment Program		X		June 15/22	Sept 15/22	Final phase is being implemented	
Tree Trimming Maintenance program						Ongoing.	
Weed Control		X				Ongoing, trails have been completed.	
Pest control		X		April 15/22	on going	Gopher control has been continuing.	
Lawn Maintenance		X		May 1 2022	As needed	W:\Parks\Lawn Maintenance List.xls Being completed as scheduled	
<b>Cemetery</b>						Community Clean up - June 10, 2022	
Fence line Completion			X	June 1/2022	3 Weeks	Started, however has not been completed. Will be maintained with weed wacker.	
Lawn Maintenance		X		May 1/2022	As needed	Ongoing, growth has slowed. We have received compliments on status.	
Round up around grave covers		X		June 1/2022	1 Week	Done.	Aug-22
<b>Streets</b>							
Street Cleaning	X			Jun-22		Done, ready for fall clean up	
Remove Tree Behind Community Church Mainstreet						trimmed back and addressed.	
Mow and whipper-snip trees behind Robinson Place						Ongoing	





CHIEF ADMINISTRATOR'S REPORT  
Submitted for August 22, 2022, Regular Meeting of Council

➤ Action List Items from August 8, 2022:

All complete or appears on the August 22, 2022, Agenda as required.

Zoom Recordings – Administration had started video recordings on July 8, 2021. It was not Council direction to administration. On August 8, 2022, the council meeting was not recorded, and it was an operational administrative decision. Within the past months, we had been experiencing increased demand for copies, this was impacting operations and consuming management time.

The Municipal Government Act does not require municipalities to record their council meetings and provide public availability. We will continue access to council meetings electronically by Zoom, the meetings will only be formally recorded by the written minutes.

**Outstanding from Prior Meetings:**

Waste Bylaw 639 – 99 – Review and/or locate suitable replacement. (outstanding)

MP. Kurek – Emailed, still working on obtaining dates to connect. Summer availability continues to be a challenge.

Development Application 2022 -1 – Report for council is being generated

Communications Policy Request – Due prior to the end of 2022. Can we book a dedicated meeting for this? Where we can review a couple policies?

Flush Truck – Book Meeting. Email sent out to obtain dates.

Council Schedule –MDP and ICF – Book dates.

➤ CAO Activities/Meetings:

August 11 – 19, Municipal Treasurer – holidays. (down a staff in the office)

Working on Development in preparation for council meeting.

August 16 to 19, 2022 – Warmer weather this week, air conditioning at the office no longer works.

Administration staff has been taking half hour lunch break and closing the office at 3:00 pm.

➤ Day to Day:

Items worked on:

Development Follow up/ research/ communication; has consumed most administrative time.

Respectfully submitted,

Theresa Fuller, Chief Administrative Officer

## CAO

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**From:** Robinson, Pamela <Pamela.Robinson@rcmp-grc.gc.ca>  
**Sent:** August 1, 2022 8:17 PM  
**To:** CAO  
**Subject:** FW: RCMP Staffing - Bashaw Detachment Commander/Supervisor

Good Evening Mrs. Fuller,

Thank you for the opportunity to speak to you regarding consideration to participate in the selection process to staff the Bashaw Sergeant, Detachment Commander/Supervisor. The RCMP staffing process will attempt to first seek members at the Sergeant rank to fill the position on a lateral transfer. If a suitable candidate can not be identified, the job will be posted for promotion where interested Corporals can apply. The position will be advertised as a Detachment Commander/Supervisor position.

The functional Job Competencies defined for candidates at the commander rank are as follows and members will have to write behaviour examples for each for promotion by drawing on past experience and service:

- Concern for Safety,
- Knowledge of General Duty Policing,
- Knowledge of Applicable Legislation and RCMP Policies, Procedure and Strategic Priorities
- Knowledge of Conflict Management Practices,
- Knowledge of Quality Assurance Process,
- Knowledge of RCMP Strategic Framework

Your feedback specific to your community is valued. If the Municipality would like to include additional requirements in the job posting such as community policing priorities, cultural sensitivities and other qualifications or job requirements desired, please advise and we will work with Career Development and Resourcing to address these.

Both lateral and promotional candidates will be required to provide a CV/Cover Letter where they will be able to address special skills and abilities which would lend themselves to meeting the communities policing priorities. What candidates write in this document will allow the reader to evaluate skills, knowledge and abilities which may make them the "right fit" for Bashaw.

The selection of the candidate will be based on what they present in their written package. Another selection tool that can take place is a structured Community Participation interview where the District Officer, another designate and a community participant ask very structured questions which are preselected based on the Communities identification of priorities and needs as outlined above.

A community participant can attend the interviews, evaluate member's responses and to offer feedback to the selecting Officer. If this is something that your Municipality would like engage you are welcome to send a representative to participate. You will be asked to help select the preformatted, structured interview questions which will help the interviewers hear from the candidates how they will or have addressed community priorities and qualities desired of the Detachment commander. The evaluation of the answers will be done using a fixed rating scale allowing for consistent evaluation. Because of the strict nature of a Structured Interview there is no room for additional questions.

For the PROMOTION process the District Officer will then take the written packages, Cover Letters and the community's feedback to make his/her selection.

In the case of a lateral selection process Career Development and Resourcing (Staffing) Unit will post a job bulletin inclusive of your desired qualifications, priorities or sensitivities. All candidates will be required to present a CV tailored specifically for this position. The CV's are collected by K Division Career Development and Resourcing and will be evaluated based on required and desired qualities and fit. They will be ranked and a recommended candidate will be presented to the District Officer or designate. The District Officer can then arrange a meeting between the Municipality and the candidate—a meet and greet of sorts.

Alternately, if you would like direct involvement with the process for selecting a lateral candidate, the Municipality is welcomed to send a representative to participate in a community participation interviews with a select number of candidates. The interview process is the same as described earlier.

If you would like to have direct involvement, please note that all costs associated with the interview; travel, accommodations, meals and overtime, if applicable, for the candidates, will be the responsibility of the municipality. If appropriate, consideration may also be given to virtual interviewing. If you would like to proceed with direct structured interview involvement, please identify a representative for your community and the number of candidates you wish to interview, up to seven.

Your timely response is appreciated. The advertisement and selection of a candidate may take several months depending on the scale and scope of the process. If you have any questions throughout these events, please contact the undersigned.

Sincerely,

Pam

Pam Robinson, Superintendent  
Acting District Officer  
Central Alberta District  
Leduc, Alberta

Office: 780-890-2667