Community Services Division Update

February 7, 2017

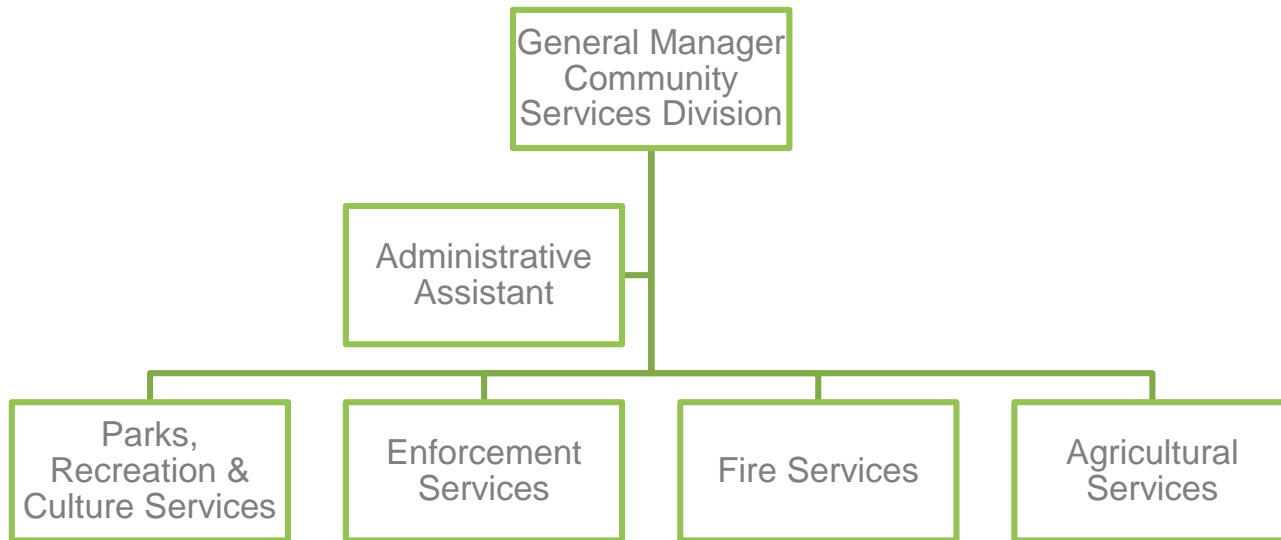# Community Services Division

- General Overview of Division

- Business Unit Updates
  - Core Services Update
  - Strategic Tactical Initiatives Update

- Questions

Community Services Division

Community Services includes Agricultural Services, Emergency Communications Centre, Enforcement Services, Fire Services and Parks, Recreation and Culture.

Collectively, we contribute to Parkland County residents' quality of life by providing services that support healthy, safe, caring, inclusive rural communities

Community Services

General Manager Community Services Division

Administrative Assistant

Parks, Recreation & Culture Services

Enforcement Services

Fire Services

Agricultural Services

Community Services Division

Strategic Priority Areas

- Agriculture
- Healthy Communities
- Regional Strategy
- Environment
- Economic Diversification

Agricultural Services
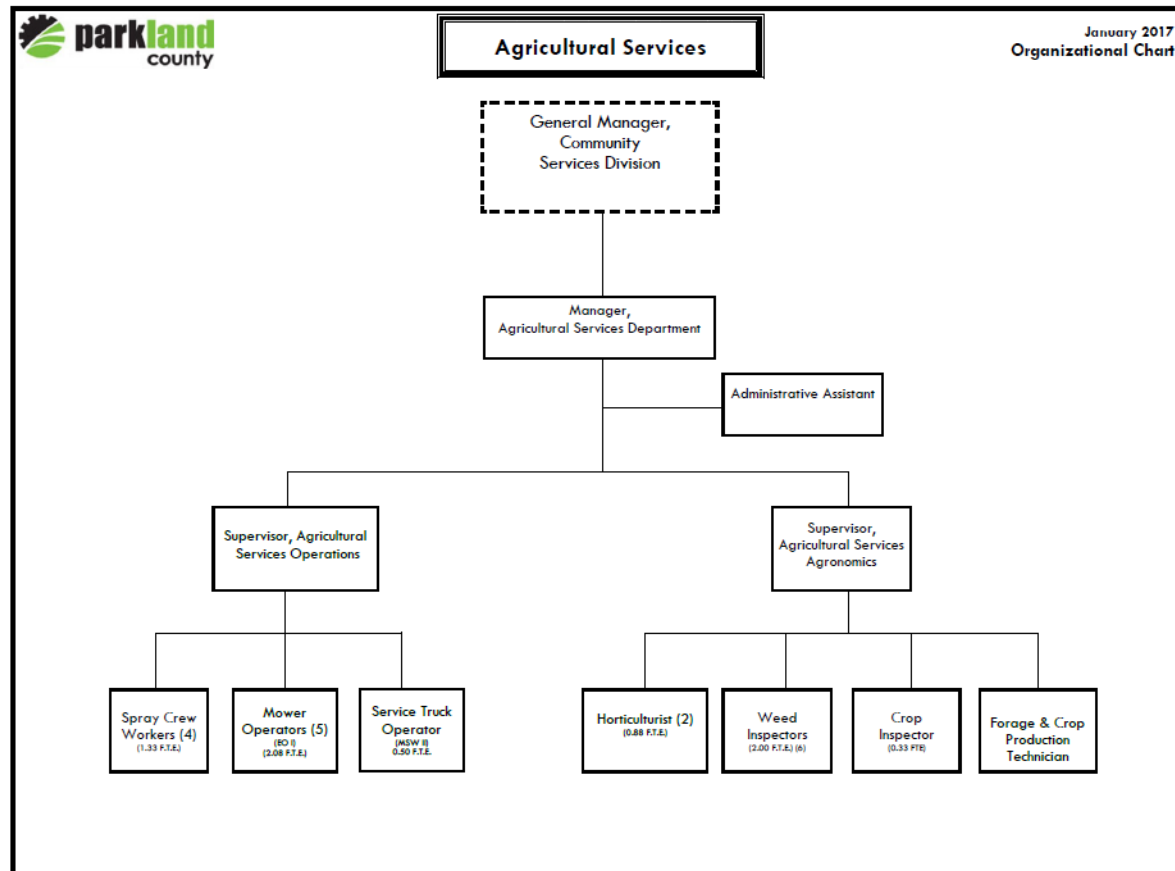
Agricultural Services Core Services

Weed Inspection Program

- Positions have been posted. Competition closed January 13th
- One (1) Weed Notice case is going to mediation

Agronomy Program

Surveys Completed	
Clubroot	Inspect every parcel seeded to canola. Conduct detailed survey for new pathotypes
Fusarium	12 field surveys
Bertha Armyworm	2 trap sites
Diamondback Moth	2 trap sites
Grasshopper	Conduct survey as per Alberta Agriculture
Wheat Midge	Sample fields as per Alberta Agriculture

Agronomy Program Cont'd…

Extension Activities	
Monthly crop reporting	ALUS
Workshops	Classroom Agriculture Program
Acreage Days	Annual County Tour
City Slickers	

Horticulture Program

- Scheduled replacement of diseased trees at Acheson Fire Hall pending spring budget adjustment approval
- Plans to construct temporary bed at County Centre for Canada flag floral planting. Flower pot arrangements will take into account Canada's 150th birthday and primary colours will be red and white
- Provided technical assistance to Green Acreages Guide
- MR in Acheson to be seeded this year
- Seed 2-acre parcel that was part of the construction project on Boundary Road

Corporate Support

- Roadside mowing/spraying completed once in all townships, some removed before untimely snows
- New tractors and mowers purchased for mowing program
- Weed control and mowing units winterized
- Crop surveys conducted in support of Council's agriculture economic disaster deliberations
- Special weed inspections occurred well past first snowfall
- Weed inspections categorized and summarized for future reference
- New website additions amended and created

Pest Management

- Wild boar inspections with Alberta Agriculture & Forestry
- Unsuccessful wild boar trapping attempt conducted

Agricultural Services Initiatives

| Initiative	Start	End	Status
Education/Smart Parkland	March	Ongoing	Webinar staff training is complete Smart Parkland is ongoing
Ag related events	January	Ongoing	• Sustainable Beef – January • Working Well Workshop – • Solar Energy – April 5 • Sustaining Agriculture • Lake Isle Flowering Rush committee • Flowering Rush Symposium –

Agricultural Services Initiatives

Initiative	Start	End	Status
Web Page Updates	January	October	Work with Communications to new format
Training attended	December	March	• Annual In-service Training • FarmTech 2017 • Professional Vegetation Managers (PVMA) Bi-annual workshop
Development of new programs to notices, crop inspection	April	December	Application is undergoing testing and to be in use this season.

Agricultural Services Initiatives

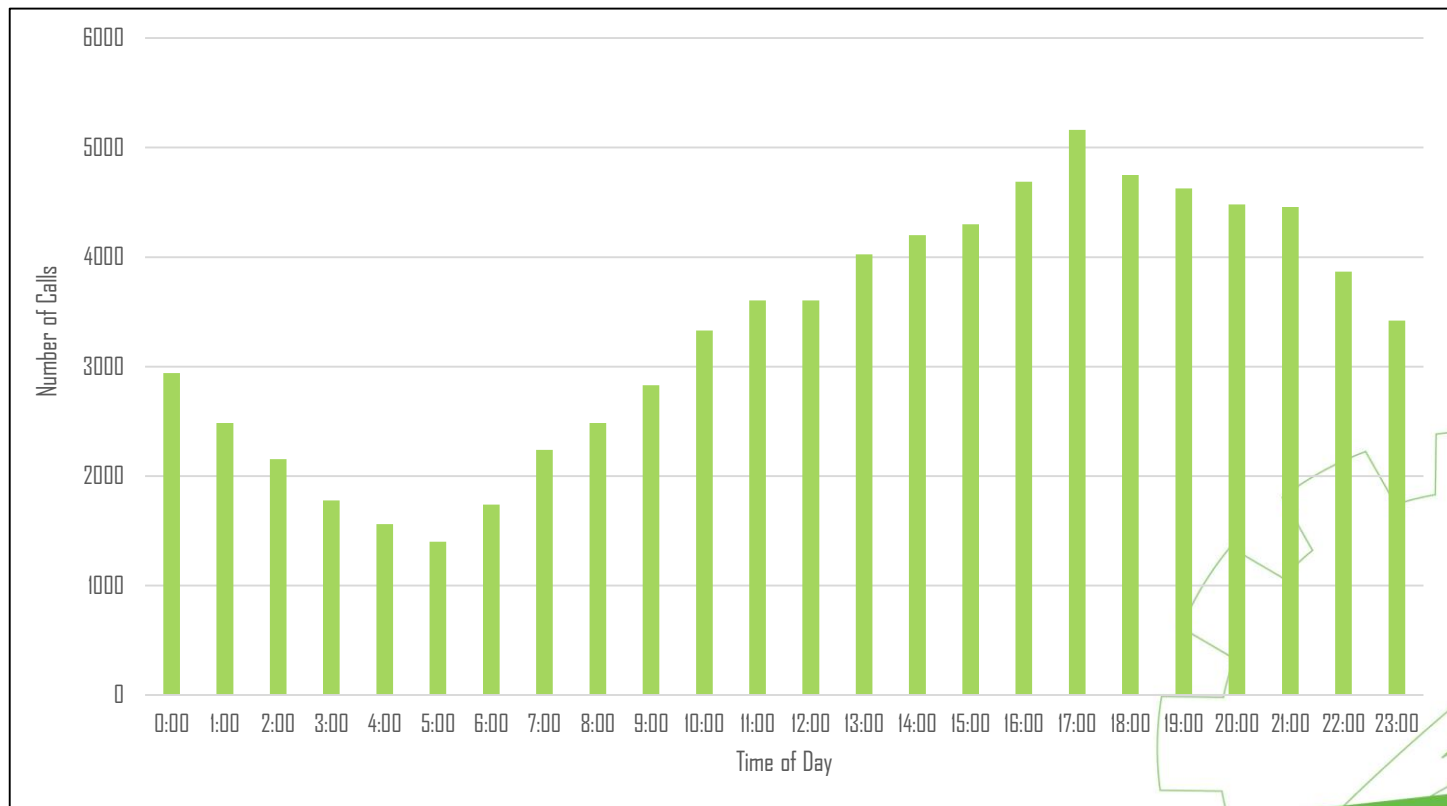| Initiative	Start	End	Status
Future of Agriculture	May	December	• Council received for information 2017 • Develop an Action Plan to recommendations
Coordinate department move to	December	July 2017	• Advertise locally • Host an open house BBQ • Pre-informing residents of the
Organize Provincial ASB	January	Jan 2017	Organize all aspect of the 2017 Conference and host same function

Emergency Communications
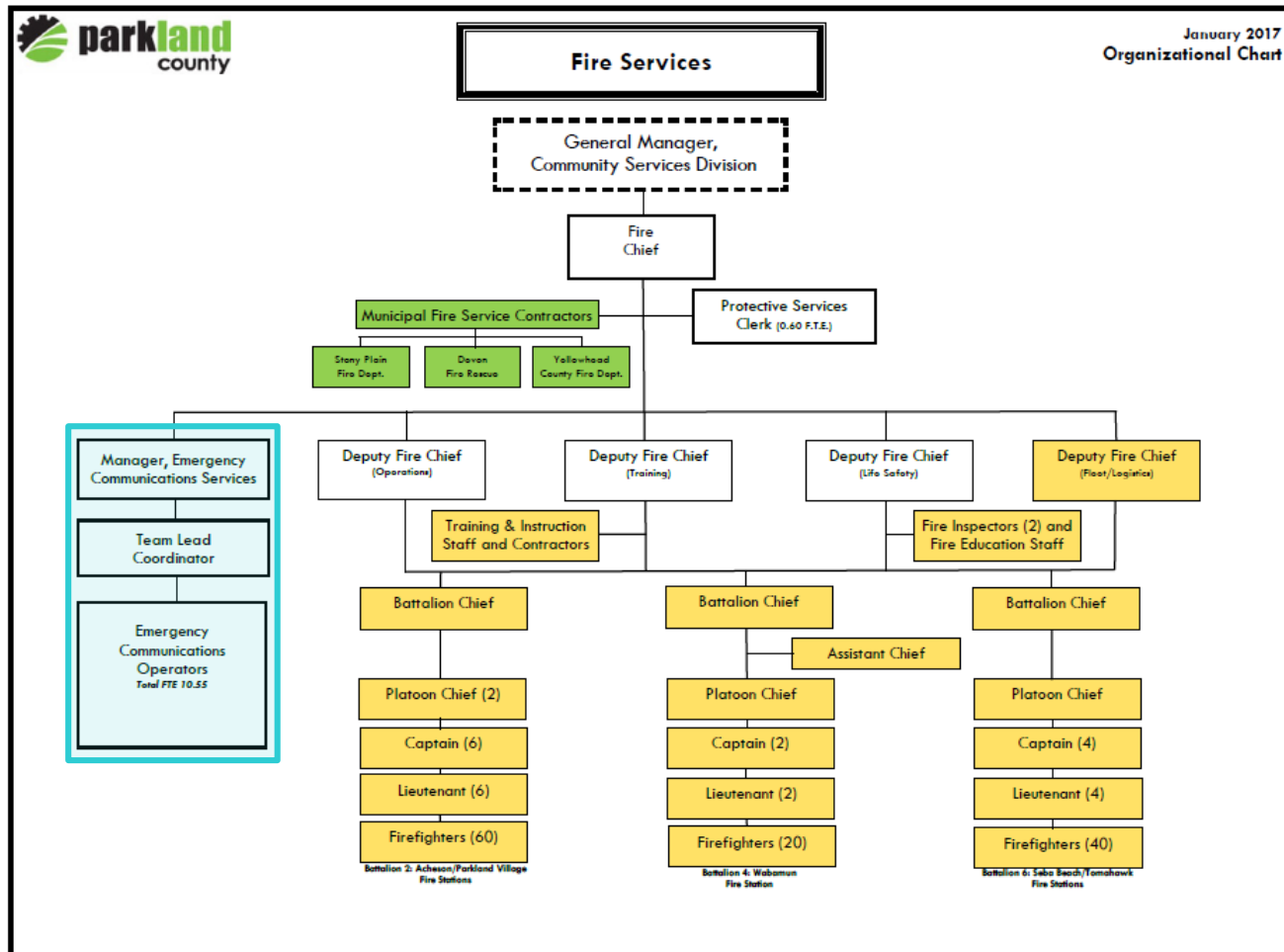
ECC Core Services

- Provide (24/7) 9-1-1 call answer to over 127 municipalities, serving a population of 235,396

- Provide emergency fire dispatch to 47 fire departments

- Provide community peace officer dispatch to 9 community peace officer departments

- Provide a communication link with the RCMP, STARS, EMS and Disaster Services

- Provide alarm monitory for County facilities and work alone monitoring by way of contractual fee for service agreements.

Call Answer Statistics
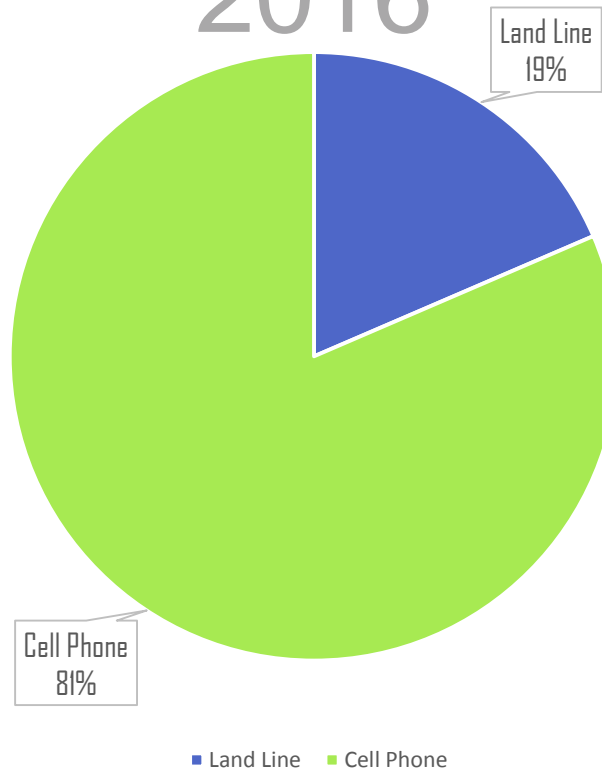
Type of Call	2016
9-1-1 incoming calls	65,177
Fire Dispatches	7,492
Peace Officer	13,473
Work Alone	229
Public Works/ Utility Call Out	140
Total	86,511

911 Time of Day Statistics 2016

ECC Initiatives

Event	Status
Fire Pro 2 Export	Project is nearing end – working on finishing touches of the transfer of information from our FDM CAD to the individual departments
Meridian Tower Move	Channel's 2 &3 were moved January 23/17. The completion of this project will run in line with the new console upgrade.
Backup Facility	Waiting for a quote from Telus to install 911 trucked lines into Acheson Fire Station to allow for 911 call answer capabilities.
New Radio Console	In procurement process

ECC Initiatives cont'd

Event	Status
Addition for Enoch 911 and Fire Services	Telus is working on matching addressing with residents. Should be able to turn on 911 services as per Telus by summer 2017. Fire dispatch will commence once 911 services are activated.
CAD Mapping	Parkland GIS and ECC have worked together to prepare project. Have been given data from Alberta Health Services and AltaLIS which provides packet data for all of our dispatch municipalities. Import scheduled for mid-February.
Partners in Progress Meeting	Meeting with all of stakeholders on February 2, 2017.
Master Plan	Working on prioritizing recommendations. Going to determine what needs to be done in 2017. i.e. AFRRCS, area study, backup facility, increasing rates.

Enforcement Services
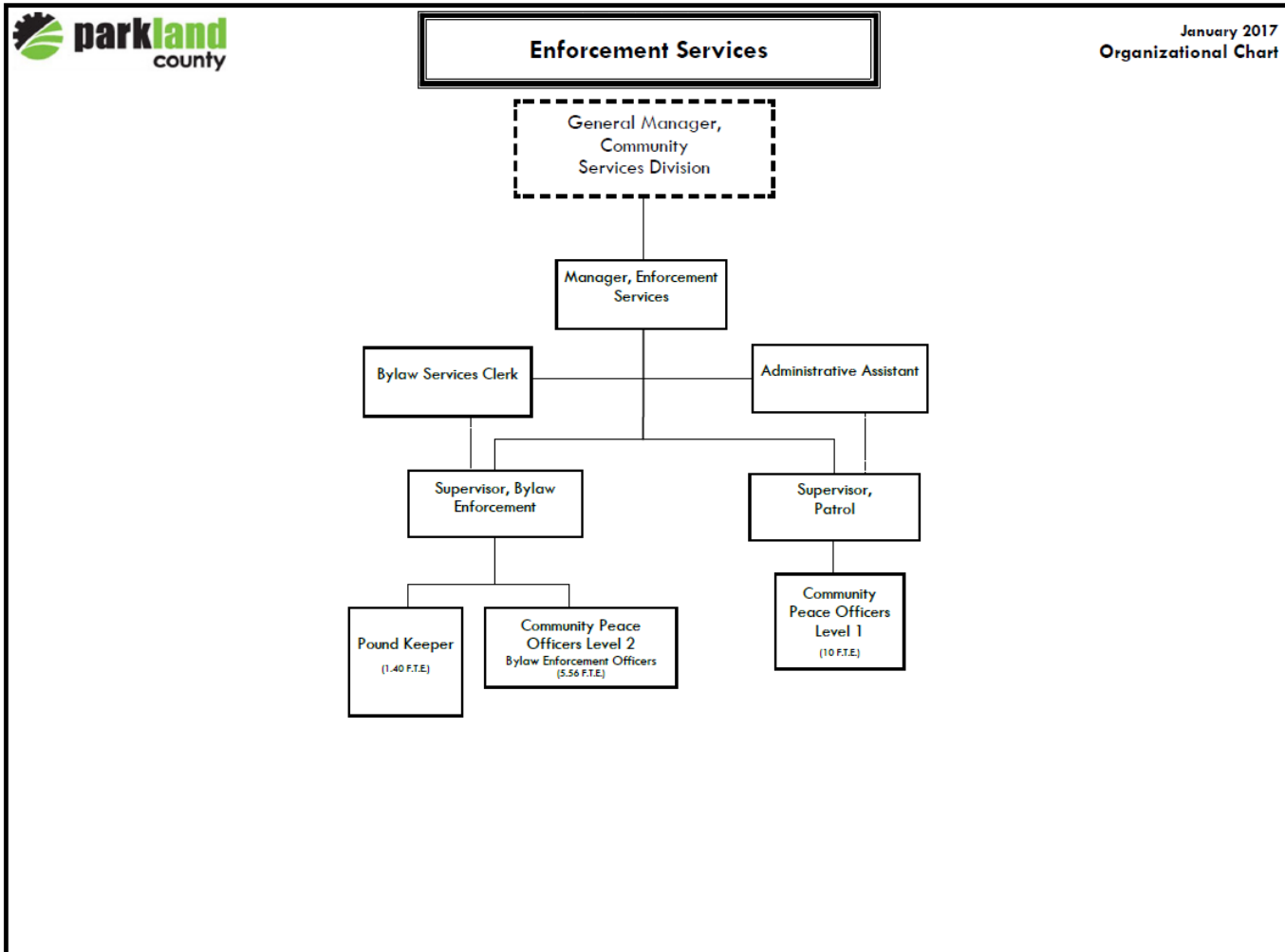
Enforcement Services

- Enforcement Services is Staffed with 16 full time Community Peace Officers, we patrol all County roads and residential areas

- We liaise with numerous outside agencies to engage in joint operations and ensure that our department is aware of current trends and social issues.

- The Parkland County Animal Shelter is staffed by two Enforcement Services Assistants and two Poundkeepers:

- We are committed to the youth in our community, and offers many educational programs in Parkland County schools.

Enforcement Services Statistics 2016

Staffing Coverage						
	July	**August**	**September**	**October**	**November**	**December**
Shift Coverage	83%	79%	73%	68%	79%	81%
Training, Sick, or Vacation Time	17%	21%	27%	32%	21%	19%

Enforcement Services Statistics 2016 cont'd

Enforcement Activities							
	July	August	September	October	November	December	Total for Period
Number of High Visibility Patrols (Patrol Vehicle on Duty or Responding to Calls)	1801	1658	1457	1717	1994	1760	10387
Number of Investigation Files Generated	321	361	251	259	215	188	1595
Number of Investigation Follow Up Files Generated	-	-	-	-	-	-	1550
Number of Violation Tickets Issued	182	188	152	172	185	79	958

Enforcement Services Statistics 2016 cont'd

Gravel Hauling Activities							
	July	August	September	October	November	December	Total for Period
Number of Gravel Trucks Stopped	7	14	19	2	4	5	51
Number of Offences Committed	28	20	23	12	13	7	103
Number of Complaints Relative to Pit Operators	14	20	20	6	9	2	71
Number of Complaints Relative to Gravel Drivers	3	2	7	3	3	2	20
Number of Gravel Driver Suspensions Issued	0	1	3	1	0	0	5

Enforcement Services Statistics 2016 cont'd

Animal Shelter Activities						
	July	August	September	October	November	December
Total Number of Parkland County Animals Impounded	29	32	8	23	24	26
Total Number of Parkland County Animals Retuned to Owner	23	20	6	20	24	19
Total Number of Animals Adopted	4	5	2	1	-	5
Total Number of Animals Adopted to Rescue Agencies	2	7	-	1	-	1
Total Number of Animals Euthanized	-	-	-	1	-	1

Enforcement Services Statistics 2016 cont'd

| Outside Agency Animal Shelter Activities						
	July	August	September	October	November	December
Number of Animals Impounded for City of Spruce Grove	29	29	20	26	27	12
Number of Animals Impounded for Town of Stony Plain	25	20	19	18	9	10
Number of Animals Impounded for Village of Alberta Beach	-	2	-	-	-	1
Number of Animals Impounded for Town of Onoway	-	-	-	-	1	-
Number of Animals Impounded for Village of Wabamun	-	-	-	-	-	-
Number of Animals Impounded for Village of Spring Lake	1	2	-	-	-	-

Enforcement Services Initiatives

Initiative	Status
Spring Lake Enforcement Agreement	New Revenue Agreement to be generated and submitted to Spring Lake for consideration
Front Line Staff Safety Map	GIS Layer of County Map to act as a compulsory alert of County properties to be approached with caution for front line staff
City of Calgary Training	"Sovereign Citizen" and "Approaching the Door" training program developed by PCES to be provided to City of Calgary as requested
Community Peace Officer Level 2 Training	Course Offering to be advertised / offered
Health and Safety Committee Initiative	Involvement in review of OH&S Program
Proactive Patrols	Patrols will be conducted specifically in targeted areas where residents have been subject of recurrent unsightly land complaints
School Education Program	In keeping with Council's focus on building stronger communities, our commitment to the youth in our community continues to be a focus through Educational Programming offered in Parkland County schools on such topics as Off-Highway Vehicle Safety, Young Driver Education, Animal Safety, and the Drug Abuse Resistance Education (D.A.R.E) program.
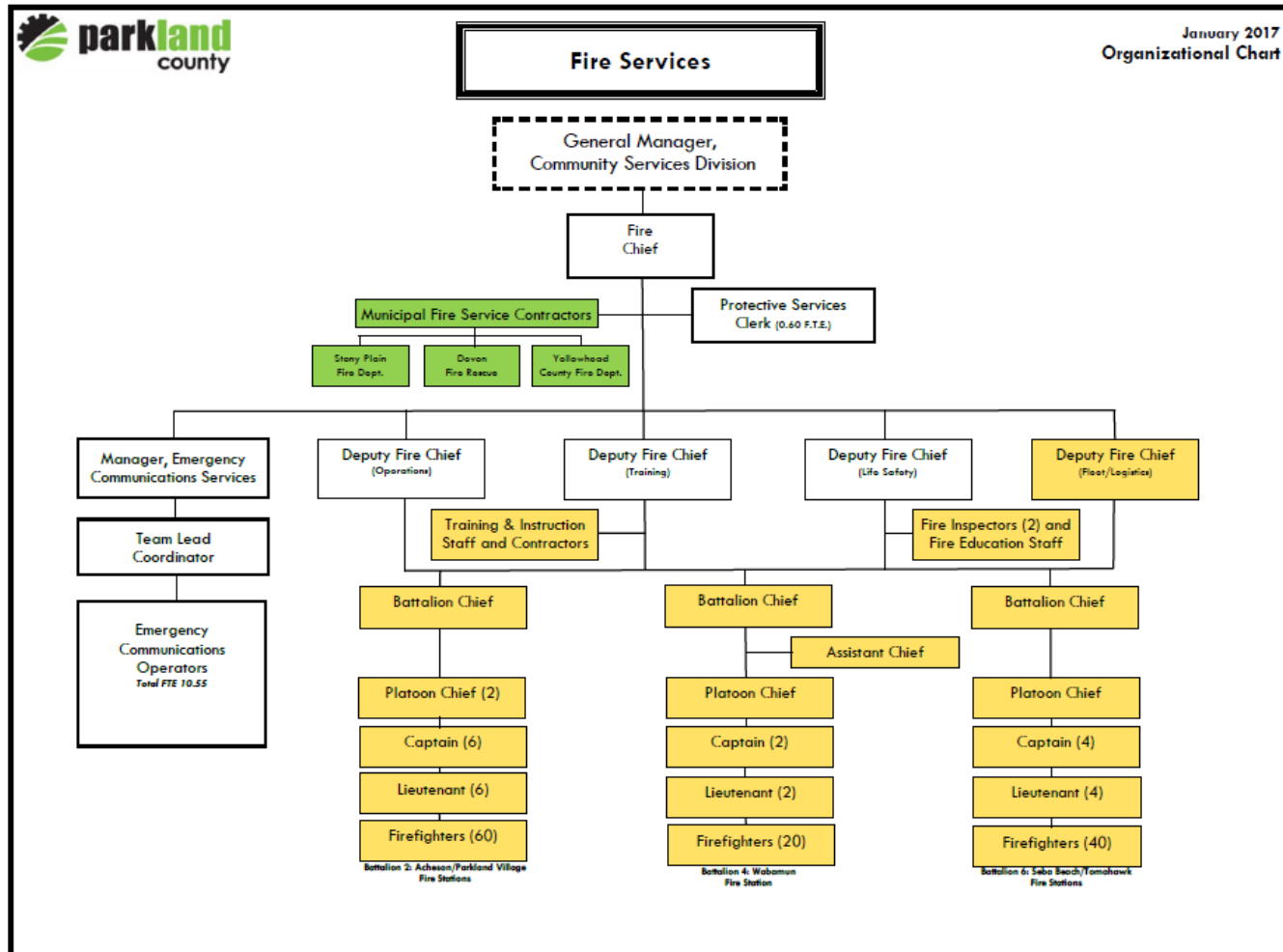
Fire Services
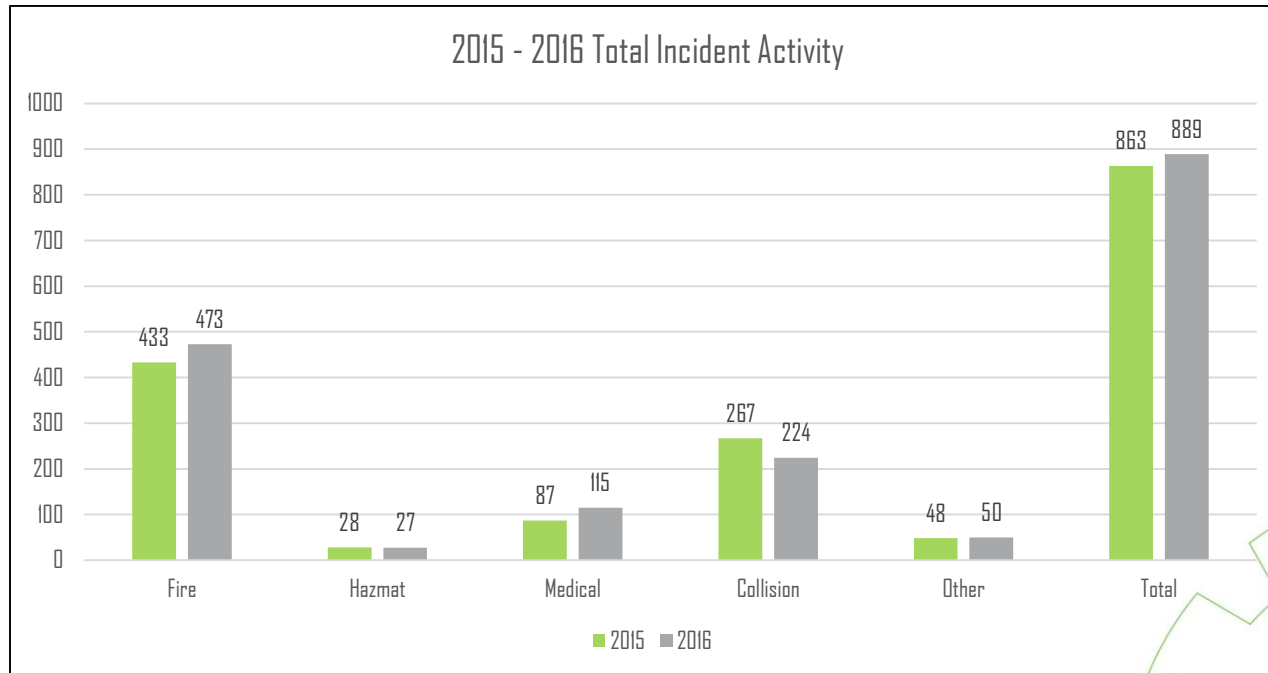
# Incidents by Location

The following Pie Chart show the breakdown of incidents that occur in Parkland County to those that occur in other municipalities that either we service directly or have been requested for Mutual Assistance. This includes Summer Villages, Villages, Towns, Cities, or other Counties inside or bordering Parkland County

Legend:
- Parkland County
- Outside Parkland County

78

811
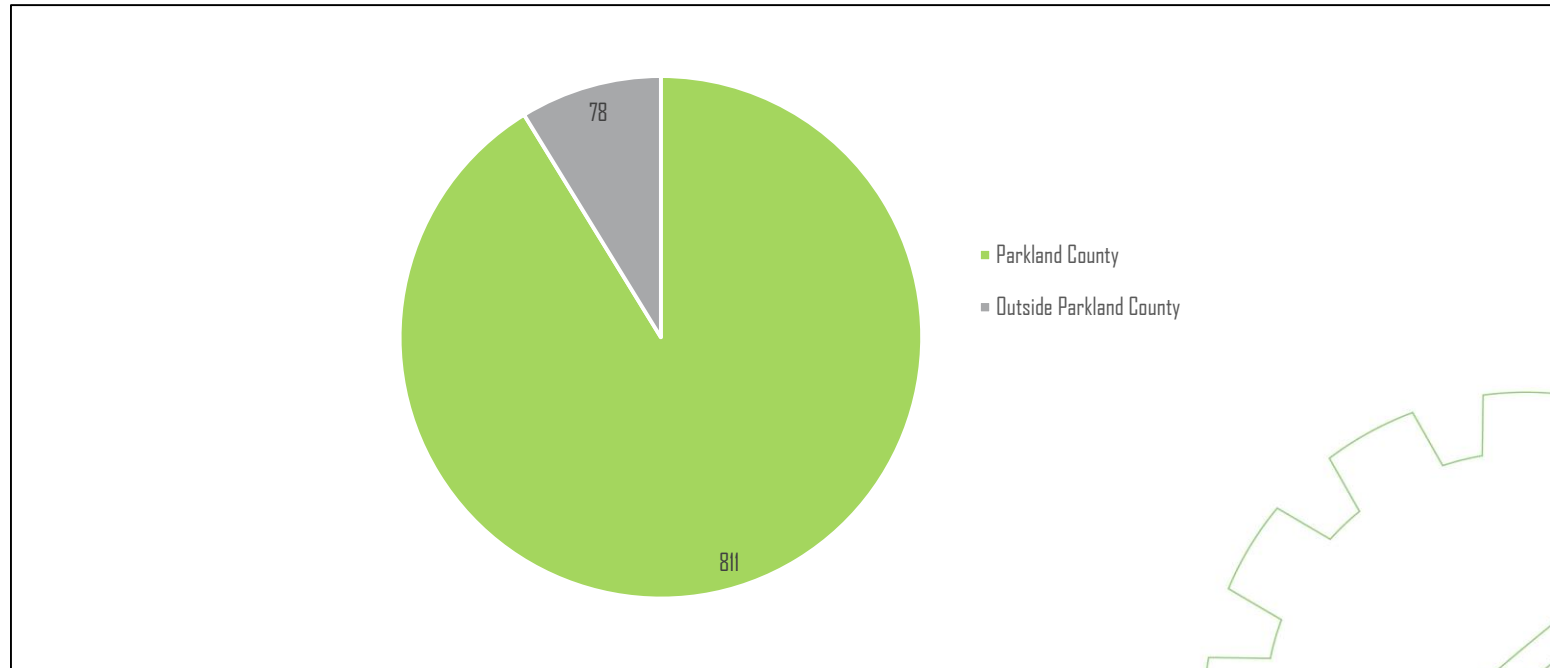
Personnel Data 2016

Total	
Current Number of Staff:	105
Total Number of Staff Hired:	8
Total Number of Staff Lost:	28
Total Plus Minus:	-20

Staff by Battalion

Headquarters	
Current Number of Staff:	5
Total Number of Staff Hired:	1
Total Number of Staff Lost:	1
Total Plus Minus:	0

B2 – Acheson / Parkland Village	
Current Number of Staff:	49
Total Number of Staff Hired:	0
Total Number of Staff Lost:	16
Total Plus Minus:	-16

B4 – Wabamun	
Current Number of Staff:	21
Total Number of Staff Hired:	2
Total Number of Staff Lost:	2
Total Plus Minus:	0

B5 – Tomahawk / Seba Beach	
Current Number of Staff:	27
Total Number of Staff Hired:	5
Total Number of Staff Lost:	10
Total Plus Minus:	-5

Staff Experience

- Less than 3
- 3-7 Years
- Greater than 7

Less than 3
48%

3-7 Years
24%

Greater than 7
28%
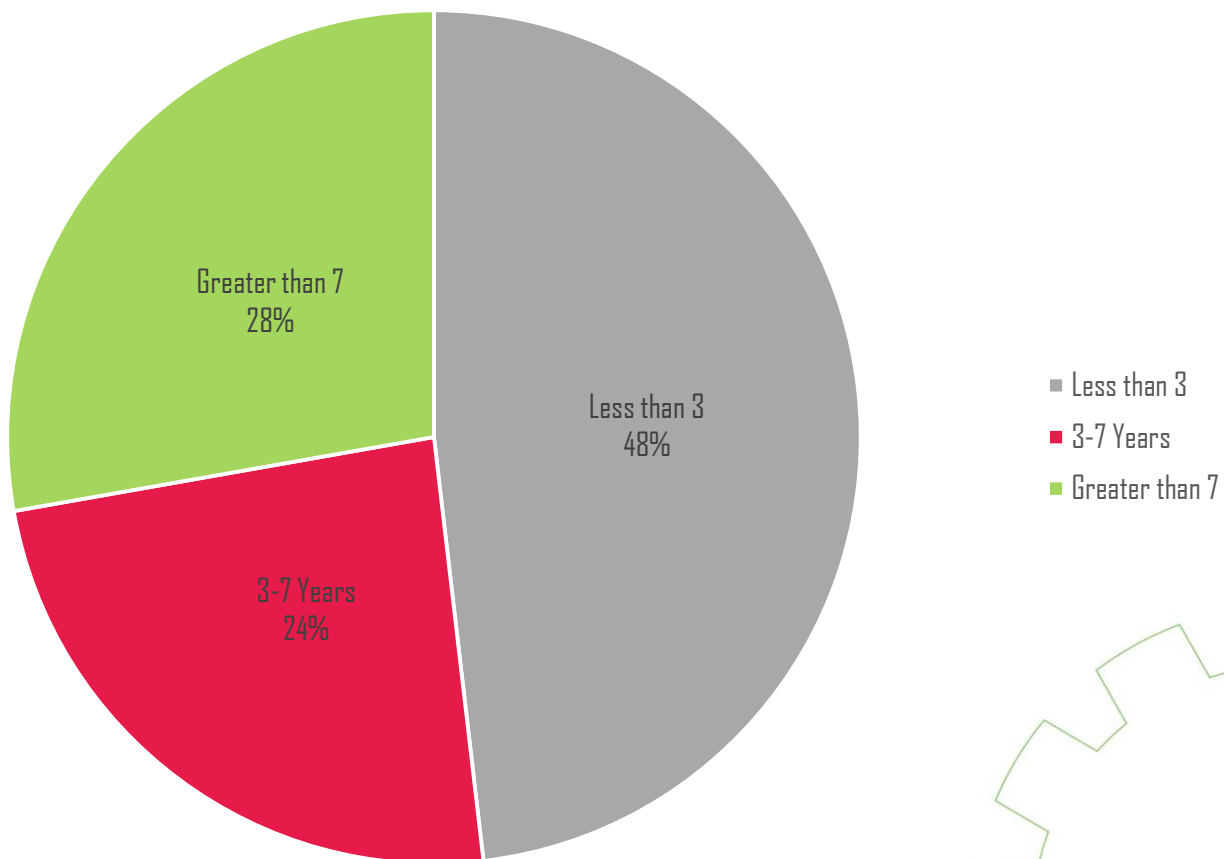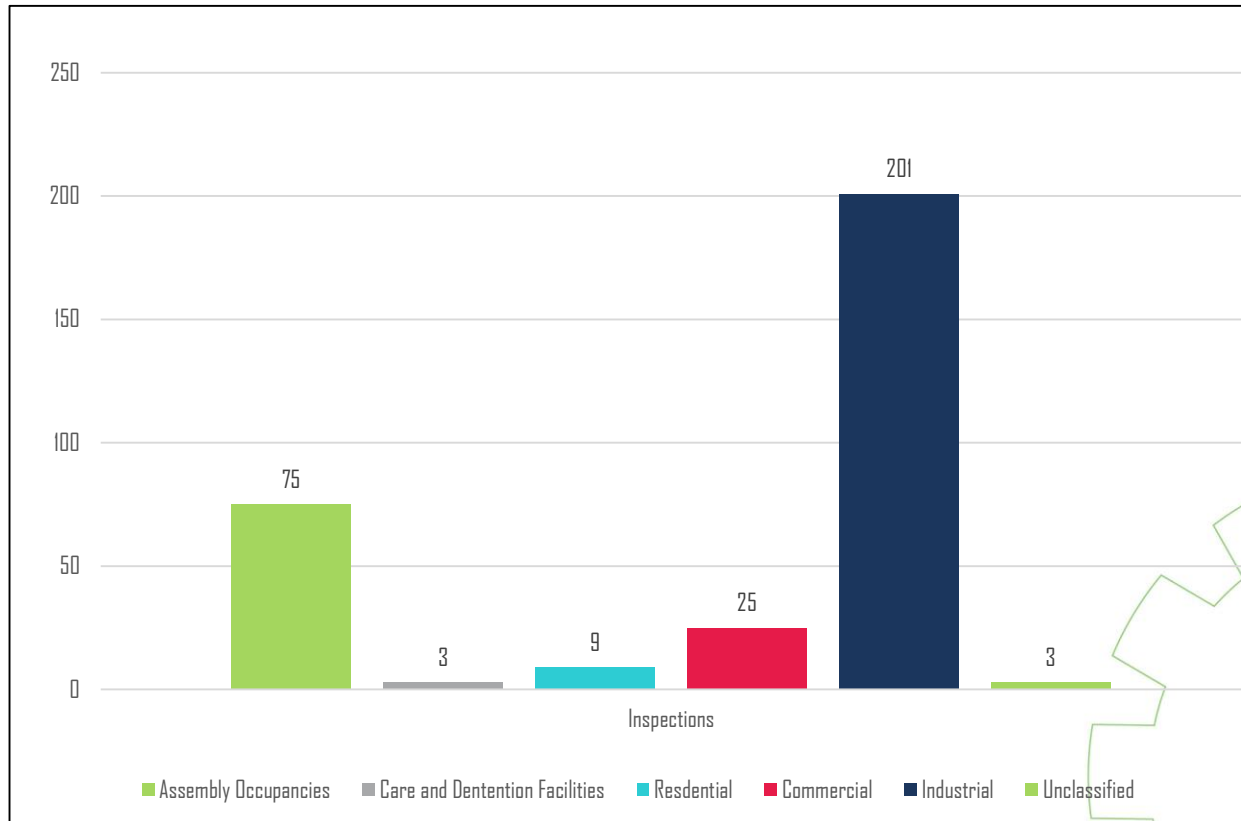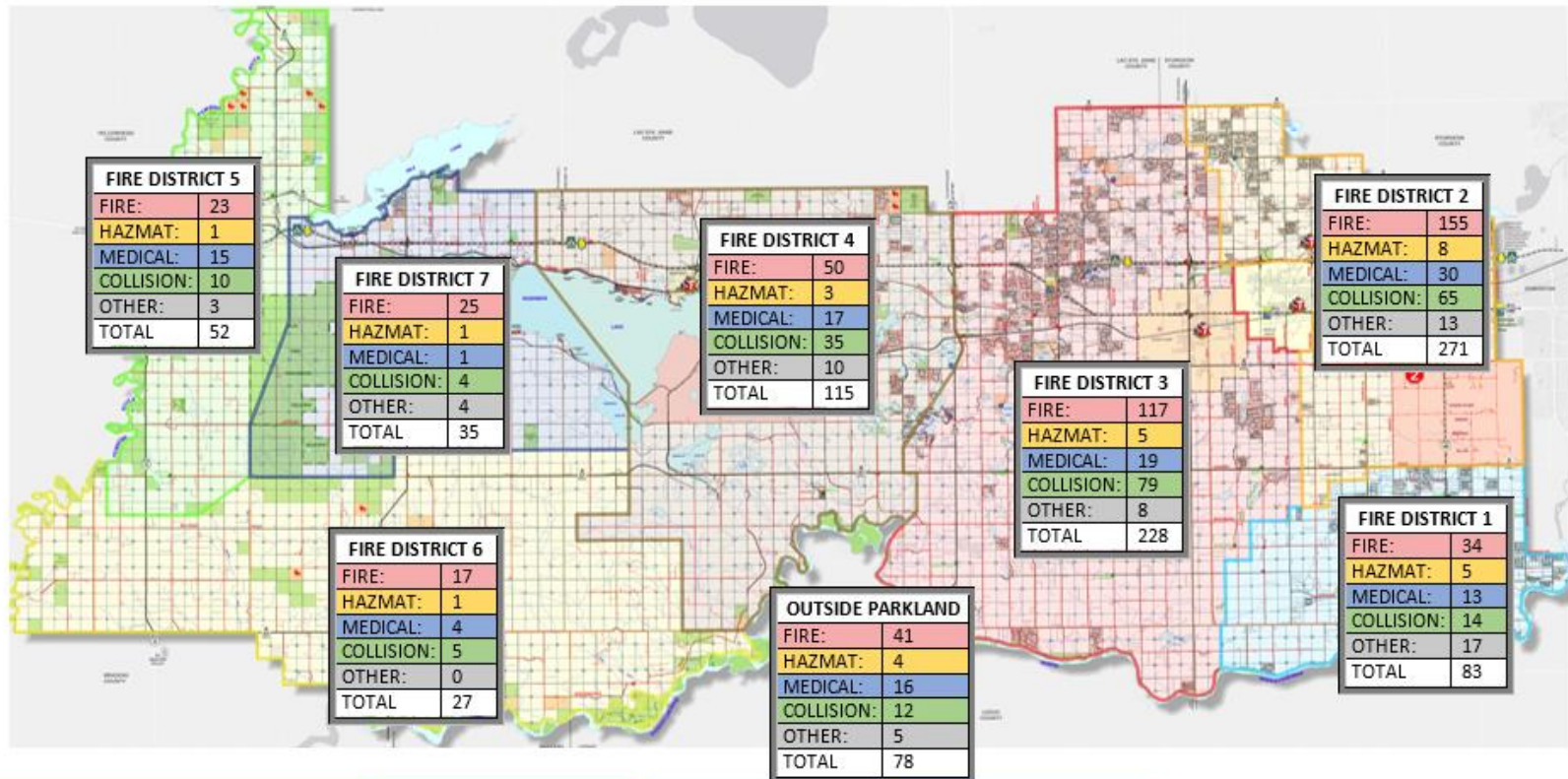
2016 Inspection Data

The Fire Prevention Branch (FPB) conducted 316 Fire Inspections in 2016.

In 2015, the FPB conducted also conducted 316 inspections.

Generic Geographic Display of Incident Data

FIRE DISTRICT 5

FIRE:	23
HAZMAT:	1
MEDICAL:	15
COLLISION:	10
OTHER:	3
TOTAL	52

FIRE DISTRICT 7

FIRE:	25
HAZMAT:	1
MEDICAL:	1
COLLISION:	4
OTHER:	4
TOTAL	35

FIRE DISTRICT 4

FIRE:	50
HAZMAT:	3
MEDICAL:	17
COLLISION:	35
OTHER:	10
TOTAL	115

FIRE DISTRICT 2

FIRE:	155
HAZMAT:	8
MEDICAL:	30
COLLISION:	65
OTHER:	13
TOTAL	271

FIRE DISTRICT 3

FIRE:	117
HAZMAT:	5
MEDICAL:	19
COLLISION:	79
OTHER:	8
TOTAL	228

FIRE DISTRICT 1

FIRE:	34
HAZMAT:	5
MEDICAL:	13
COLLISION:	14
OTHER:	17
TOTAL	83

FIRE DISTRICT 6

FIRE:	17
HAZMAT:	1
MEDICAL:	4
COLLISION:	5
OTHER:	0
TOTAL	27

OUTSIDE PARKLAND

FIRE:	41
HAZMAT:	4
MEDICAL:	16
COLLISION:	12
OTHER:	5
TOTAL	78

FIRE	HAZMAT	MEDICAL	COLLISION	OTHER
False Alarms, Explosions, Lightning Strike, Marine Fire, Outside Fire, Smoke Investigation, Structure Fire, Vehicle Fire, Train/Rail Fire	Fuel Spill, Gas Leak, Odor, Hazardous Material Spill/Release,	Assistance Provided to Alberta Health Services	Motor Vehicle Collision, Train/Rail Collision	Aircraft Emergency, Citizen Assist, Confined Space, Structural Collapse, Electrical Hazard, Entrapment, Assist RCMP, Assist Utility Co., Suspicious Package, Bomb Threat

Outside Parkland County* - Means an incident that Parkland County Fire Services responded to in another municipality inside or outside of Parkland County's boarders; a Summer Village, Village, County, Town and/or City).

Fire Services Initiatives

EVENT	START	END	STATUS
Fire Services Master Plan Implementation	2015	Ongoing	Implementing objectives within budget allocation and current resources. Preparing service level workshop with Council for long range strategy.
Wabamun Fire Services Agreement	May 2017	Ongoing	Finalizing agreed terms and preparing review for Council.
Yellowhead County Fire Services Agreement	March 2016	Completed	
Stony Plain Fire Agreement	July 2016	April 2017	Reviewing terms and financial costing for presentation to Council.
Devon Fire Agreement	September 2016	June 2017	Preparing for discussions on service principles and cost models
False Alarm Bylaw	October 2016	Completed	New Bylaw in place and monitoring false alarm incidents
Fire Fighter Recruiting Campaign	Sept to October	2017 Recruitment Completed	Successfully recruitment of 37 new fire fighters. Currently in training

Parks, Recreation & Culture
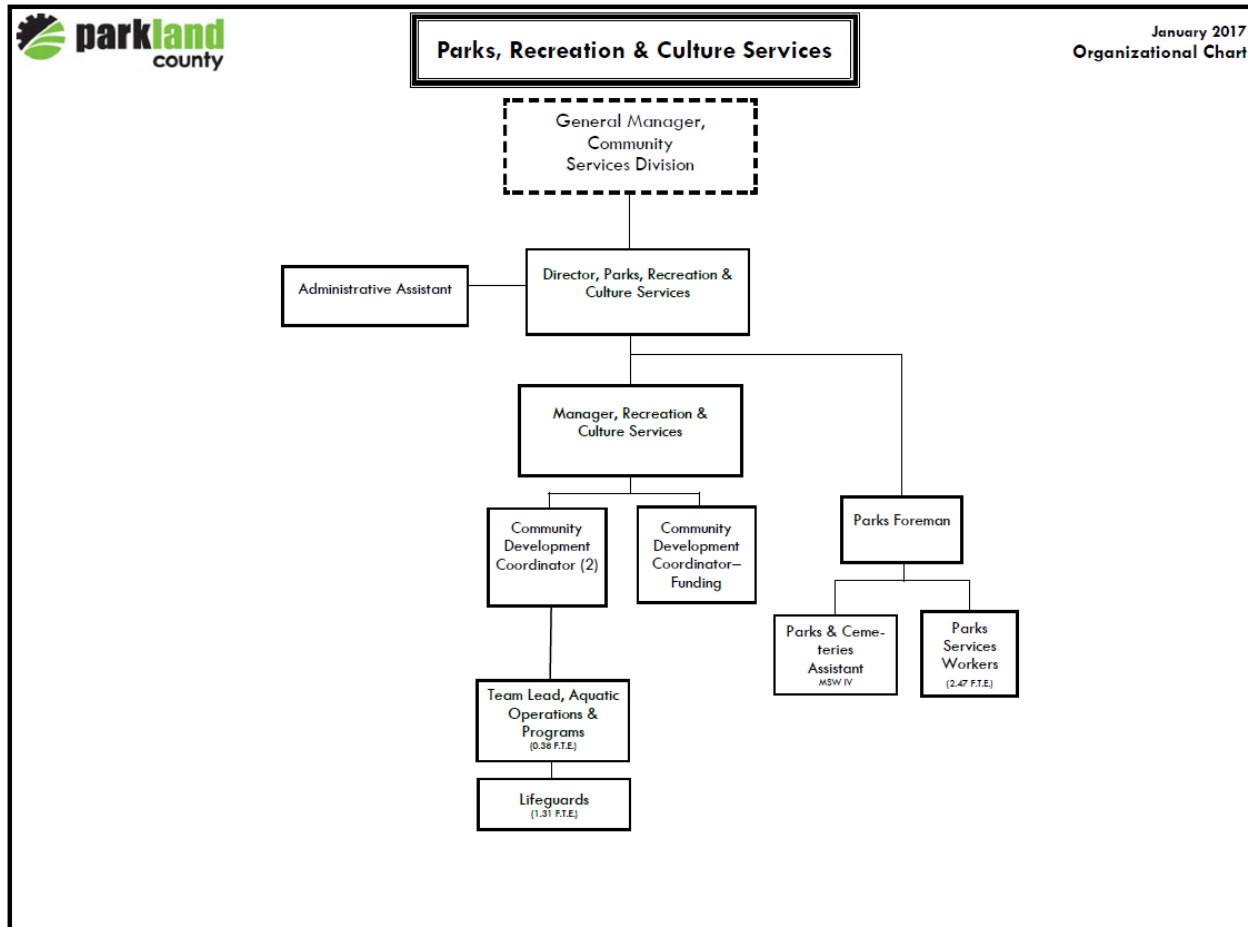
Parks, Recreation & Culture Update

Recreation Facilities

Meridian Sports Park

- Facility rentals increased over 2015
- Fields and Diamonds maintained an average of 3 times per week all season (60 total)
- Total number of hours booked: Soccer – 220 hours and Ball Diamonds – 450 hours
- Partnered with Smart Parkland to install Soofa solar powered charging bench and wifi hotspot

Entwistle Pool

- Functional Program Plan for Indoor Pool and Multi-purpose Hub completed as part of Parks, Recreation and Culture Master Plan
- Overall revenues and attendance down due primarily to abnormally poor weather

Recreation and Culture Cost Share Management

- Worked with cost share partners on operating cost share data and payments as per agreements
- Verified capital cost share requests that were approved by Council, paid accordingly

Parks and Open Spaces Management

- Maintained approximately 47 hectares of green space along with turf maintenance at all County owned buildings and major County entrance signs
- Maintained 20 km of developed trails through spring – fall on an average of every 10 – 14 days
- Groomed and track set 14 km of trails in the winter regularly
- Completed 85% of Devonian Gardens Trail Link, remainder to be completed over winter/spring 2017

Community Association/Playschool Supports

- Attended approximately 60 Community Association monthly meetings in-person
- Assisted 18 Community Associations with topic specific support in-person
- Approximately 3500 topic specific contacts via phone or email with all 27 Community Associations and 8 playschools
- Hosted Volunteer of the Year, and two President's Forum
- Hosted an Insurance Information Night with 23 Community Associations represented

Community Grant Funding Programs

Community Association Grants

- Hosted 3 Grant Info Nights with a total of 20 agencies represented
- Approved 26 Program/Event Grants for a total of $26,000
- Approved $103,000 in operating and recreation amenity grants, all 27 CA's received funding
- Approved $53,000 in Minor Sustainability Grants via 17 grant applications to 12 Community Associations
- Approved 2 Major Sustainability Grants for inclusion in the 2017 budget
- Approved 1 Signage Grant

Non-Profit Organization Grants

- Approved 34 Non-Profit Grants for a total of $73,000 for inclusion in 2017 budget
- Approved 4 specialized transportation grants for a total of $28,500
- Canada 150 Grant
- Approved 21 applications for a total of $30,000
- Will advertise a second round of applications for the remaining $15,000 in approved funding

Family and Community Support Services and Community/Regional Programs

Children and Youth
- 6 workshops/events through First Five Forever with a total of 200+ participants
- Parkland Village Youth averaged 20 participants per evening, once a week during the school year
- Summer Camps (funded directly) held at 4 locations with a total of 86 participants (all but one camp was at capacity)
- 4 additional Summer Camps (facilitated by our partners) held at 3 locations with a total of 80 participants
- Kidsport saw an increase in applications in 2016 (estimated 90 of 320 applicants were from Parkland County, total of $89,000 in support provided, which is $25,000 higher than 2015)
- MiniMonster Bash had approximately 1000 people in attendance

Seniors
- Adventures in Aging Conference hosted with 180 participants
- Picnic in the Past hosted with 120 participants
- Attended 6 Seniors Interagency meetings
- Snow Removal Program, 59 eligible households with 25 households accessing funding in 2016

Family
- Aboriginal Day, approximately 300 in attendance for the breakfast portion
- Kids Can Catch – provided hot chocolate to 600 people, partnered with Planning and Economic Diversification
- Installed 4 Inclusive Swings at various playgrounds in the County

Community Development
- Spring and Fall Information Fair hosted with a total of 113 organizations taking part
- Volunteer Appreciation Dinner hosted with 600 participants
- Participated in Acreage Days
- Tri-Region Community Development Committee hosted 15 workshops on a variety of topics, with a total of 190 participants

Initiative Update

Initiative	Start	End	Status
Parks, Recreation & Culture Master Plan	Sept 2015	June 2017	• Draft plan to be presented in February to Committee of the Whole • Second round of public engagement will occur March • Final plan anticipated for June
Tri-Municipal Indoor Facility Strategy Update	December 2015	May 2017	• Draft plan to be presented to Committee of the Whole, and Spruce Grove and Stony Plain Councils in March • Second round of public engagement will occur in April • Final plan anticipated in May
Wabamun Lake South Side Boat Launch	October 2016	June 2019	• Potential site is being evaluated • Concept drawings is underway • Public engagement to occur in March

Questions