

REPORT TO THE COMMUNITY



2021

# LLOYDMINSTER





## VISION

CANADA'S BORDER CITY,  
A PROUD COMMUNITY WITH  
OPPORTUNITY FOR ALL.

A community's vision provides a long-term picture of where or what the community wishes to be or become. The vision also indicates what makes Lloydminster unique.

## MISSION

PROVIDING QUALITY  
PROGRAMS AND SERVICES  
TO THE COMMUNITY.

A city's mission answers a question about what business the community is in. It lets readers know what Lloydminster does and who benefits. This mission statement is based on key ideas about how Council will achieve its vision.

## VALUES

The values expressed here are the guiding principles that help determine how the City behaves.

### ACCOUNTABILITY

We represent the citizens of Lloydminster and we recognize they are the reason the City exists. We will govern responsibly, providing exceptional value in our service.

### DIVERSITY

Our community is home to many people, families and groups that represent the best of what Canada has to offer. As a city, we benefit from the engaged contributions of all.

### INNOVATION

We will take a creative and forward-thinking approach to decision-making with the future of our community in mind.

### RESPECT

We value the contributions of everyone, based on the shared desire to succeed as a city. As such, we will continue to build a community in which people feel safe and are safe.

### TRANSPARENCY

We are accountable to those we serve. We will ensure municipal information is readily accessible to our citizens and seek opportunities to engage them in key decisions.





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# MAYOR & COUNCIL

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## IN MEMORIAM

### WILLIAM (BILL) KONDRO

The City of Lloydminster mourned the loss of William (Bill) Kondro, who passed away peacefully on Tuesday, March 2, 2021, at the age of 82.

Bill served as the community's seventh mayor from 1982-87 before returning to council chambers to represent the community as a councillor from 1992-94. Furthermore, he was highly involved in the early planning and development of the Lloydminster Heavy Oil Upgrader, working with former MPs Don Mazankowski and Bill McKnight and former MLA Bud Miller to secure a significant economic opportunity for Lloydminster.

"I have the utmost respect and gratitude for the great Mayors that have gone before me, and certainly Mayor Kondro leaves a legacy of achievement. Our Council offers its deepest condolences to his friends and family. May they be comforted by the many years of memories and the lasting impression Bill leaves on this community," said Mayor Gerald Aalbers.

"Reflecting on past news coverage, it is clear Bill served the community with pride, as he was always quick to direct credit and gratitude back to those who deserved it most – the donors, and ultimately the community."

Following a feasibility study conducted by Lakeland College in 2002, Bill, who chaired the college's board of governors from 1997/98 to 2002/03, also chaired the capital campaign to raise \$13 million for a new academic wing that bears his name, which later opened to students in 2008.

As part of the college's Lloydminster campus, the Bill Kondro Wing includes two hospital-style nursing labs and a chemistry and biology lab. It also has two 90-seat, two 60-seat and one 40-seat lecture room and a student study lounge plus a multimedia production room. The campus addition increased the student-body by over 500 students.

Following his capacity as an elected official to represent the Lloydminster community, Bill served the working class for 27 years as a member of the Alberta Labour Relations Board. He remained active within the community through his involvement as president of the then-Jr. A Blazers, and in the promotion of curling and many other youth activities. He was also a past member of the Lloydminster Community Futures Board, and joined the Lloydminster Kinsmen Club in 1967 and later served as the Saskatchewan Kinsmen Association's governor.

Bill is survived by his wife Ruth and children Mark, Dawn and Heath, and two grandchildren, Kelsey and Russell.

In Bill's honour, flags were lowered at City Hall from March 4-8, 2021, and a moment of silence was held during the Council meeting on Monday, March 8, 2021.



# MESSAGE FROM THE MAYOR

If you recall, the common phrase in 2021 was, “things will look a little different this year.”

After reflecting on what was 2021, I think the phrase aged well. Yes, we were still amid the COVID-19 pandemic, but similar to 2020, we made significant progress as a community and a municipal government.

Leading into 2021, vaccinations became widely accessible. We knew a great deal more of the novel coronavirus than we ever did. Learnings that allowed us to adapt as a nation and begin navigating the journey of life after COVID.

I am incredibly proud of the community. Local businesses, community groups and other organizations continued to feel the impact of the pandemic going into its second year. That’s where you, a piece of the community fabric, stepped up. They needed our help, and you all rose to the occasion. Whether that was putting more emphasis on shopping local or donating a little more to a group or organization you’re passionate about.

From an economic perspective, the number of business licences increased in 2021, and in our annual business survey, 36 per cent of respondents anticipate expansion within the next two years.

As your elected officials, we are entrusted to make decisions that positively impact the community and promote Lloydminster’s growth while welcoming newcomers. In Dion Pollard’s following message, as City Manager, he goes into greater depth of what we accomplished as your municipal government.

To highlight a couple of milestones myself, I am excited for the enhancement of the region’s art, history and culture through the new Lloydminster Museum and Archives. I am pleased with the headway made for the Lloydminster Fire Department’s new station on the city’s east side and the continued success in building the new mechanical wastewater treatment facility.

I would be remiss if I didn’t congratulate the Lloydminster Public Library, its staff and volunteer board members on their move. After months of collaboration between them and City Administration, a new, bright and vibrant home was found within the LloydMall.

Sadly, we said goodbye to another pillar of the Lloydminster community, William (Bill) Kondro, who passed away in March 2021. First elected in 1982, Bill served as both mayor and councillor, and a respected community advocate for over four decades. If the news stories and people’s recollections say one thing about him, it’s that he was passionate about community and putting others before himself.

As we remember Bill, I give many thanks to all who have gone before us, and to everyone who makes up the fabric of our community. Thank you for your strength and many contributions. We all play unique roles in helping shape Lloydminster.

Gerald S. Aalbers  
Mayor



## MESSAGE FROM THE CITY MANAGER

Welcome to the 2021 edition of our annual Report to the Community, where we summarize and celebrate the progress achieved in our municipality through the year past.

For the second consecutive year, we found our operations significantly affected by COVID-19 – not just the virus itself, but also by the myriad of rapidly changing rules and guidelines issued by the Government of Saskatchewan. Our City teams met the challenges admirably, providing consistent and reliable services, even as they coped with frequent disruption to their workplace routines and personal lives.

In a time where municipalities would not have been faulted for simply holding the line, we forged ahead in 2021, making incredible progress on several major capital projects.

In one of our largest-scale road projects of the past decade, we rehabilitated Highway 16 (44 Street) between 59 Avenue and 75 Avenue. The project included the construction of a concrete intersection at Highway 16 and 62 Avenue (College Drive). Our Council and Administration are enormously grateful for the patience and co-operation of all Lloydminster motorists, pedestrians, and business owners whose routines were temporarily disrupted by this important work.

In spring 2021, we engaged our local arts, culture and history stakeholders – as well as the public at large – in their hopes and expectations for a new museum. With their collaboration, we opened the all-new (and old) Lloydminster Museum + Archives at 4207 44 Street. This facility brings Lloydminster's unique history to light, while also giving our budding local artists a place to hone their skills and display their works. We commend our staff and local stakeholders for their tireless work and passion in developing this exciting new building for the benefit of our community.

Working in close collaboration with board members and staff at the Lloydminster Public Library, we were successful in not only helping relocate services but also re-imagining what a local library can be. Setting in motion a plan that began in 2020, in 2021 built out a modern and welcoming new space within the LloydMall, giving our library the prominent and accessible presence it deserves. This project is a shining example of what can be accomplished when community-minded people come together in pursuit of a shared vision.

We also made tremendous progress in the construction of our new Wastewater Treatment Plant, holding an official groundbreaking ceremony. Since January 2021, more than 1,113,988 kilograms of rebar have been placed and 4,618 cubic metres of concrete poured.

And all the while, our economic position has continued to gradually improve, as new businesses continue to be drawn to Lloydminster, creating job opportunities and enhancing the availability of good and services for the people who call this place home.

The items I've mentioned here account for just a few examples of easily observable progress, but there has been much happening behind the scenes as well. I could happily go on and on, but instead, I will direct you further into this year's report, where you can see for yourself how we, your humble public servants, have worked to maintain and enhance the quality of life for Lloydminster residents this past year.

Through all the change and uncertainty, we've endured, clean water kept making its way to Lloydminster homes, garbage was collected, parks were cared for, roads were maintained, and fire coverage never missed a day. It is only with the clarity

of hindsight that we may fully appreciate the magnitude of this achievement and the calibre of the people required to pull it off.

As we reflect, I will take this opportunity to salute you, the residents and businesses of Lloydminster, who have demonstrated such resilience this past year. It has been a trying journey, but I am optimistic we have come out the other side stronger and wiser.

Thank you,

Dion Pollard  
City Manager









# COVID-19

## WHAT IS THE CORONAVIRUS?

Coronaviruses are a large family of viruses that circulate in animals, including humans and may cause illness. Human coronaviruses are common and can range from mild illnesses such as the common cold to severe illnesses such as Severe Acute Respiratory Syndrome Coronavirus (SARS CoV) and the Middle East Respiratory Syndrome Coronavirus (MERS CoV).

## HISTORY (GLOBAL)

The Centers for Disease Control and Prevention responded to a pandemic of respiratory disease spreading from person-to-person caused by a novel (new) coronavirus. The disease has been named “coronavirus disease 2019” (COVID-19), which can cause mild to severe illness, and has resulted in death in some cases.

The World Health Organization declared COVID-19 a pandemic in March 2020.

## HISTORY (LOCAL)

In March 2020, the City of Lloydminster took necessary steps to combat the rapid spread of COVID-19 within the community. The key objective was to minimize contact between persons, whereby the hope was to flatten the infection curve. In response to the pandemic, the City’s Incident Management Team (IMT) was initiated on March 12, 2020.

When formed, the IMT became responsible for co-ordinating the municipality’s COVID-19 response and to act as the liaison from

the provincial governments to residents. Further to this, the City declared a State of Local Emergency (SOLE) on March 19, 2020.

One of the challenges the IMT faced in Lloydminster was having two provincial governments publicizing health measures for their respective provinces. Also, and while not at fault, local media compounded the challenge by reporting provincial and national COVID-related news. Understanding the Lloydminster Charter identifies the Public Health Act, 1994 of Saskatchewan as being in force across the city—Lloydminster as legislatively required to follow Saskatchewan’s public health measures—it’s easy to see where the challenges arise.

To communicate with stakeholders effectively, the IMT was required to work with other municipalities and senior levels of government. By bringing a uniform, consistent message to the community and sharing Lloydminster’s challenges with the provincial government, the IMT played a significant part in lessening the impacts of COVID-19 on both the City’s operations and the community as a whole

To learn more about the City’s COVID-19 response, visit [www.Lloydminster.ca/COVID-19](http://www.Lloydminster.ca/COVID-19).

## ADDITIONAL RESOURCES

Government of Saskatchewan  
[www.Saskatchewan.ca/COVID19](http://www.Saskatchewan.ca/COVID19)

Saskatchewan Health Authority  
[www.SaskHealthAuthority.ca](http://www.SaskHealthAuthority.ca)

Government of Alberta  
[www.Alberta.ca/COVID19](http://www.Alberta.ca/COVID19)

World Health Organization  
[www.who.int](http://www.who.int)

Centers for Disease Control and Prevention  
[www.cdc.gov](http://www.cdc.gov)

## TIMELINE

Public health order dated December 17, 2020, extended until January 29	Jan 12
Public health order extended until February 19	Jan 26
Payment Option Relief Plan ends	Feb 10
Public health order extended until March 19	Feb 16
First of many vaccination clinics announced	Mar 9
Public health order extended until April 5	Mar 16
Public health order extended until April 12	Mar 30
Resumption of garage/yard sales announced	Apr 6
Public health order extended until April 26	Apr 7
Resumption of outdoor sports announced	Apr 21
Government of Saskatchewan announced a three-step plan to lift public health measures	May 4
Second dose of vaccination now available	May 19
Vaccination eligibility opens to Saskatchewan residents aged 12+	May 20
Step 1: Re-open Saskatchewan Plan	May 30
Step 2: Re-open Saskatchewan Plan	Jun 20
Step 3: Re-open Saskatchewan Plan, all public health measures lifted	Jul 11
No COVID-19-related public health orders or public health measures	Jul 12 - Sep 15
Public health order implemented, requiring mandatory masking while indoors	Sep 16
Saskatchewan’s proof of vaccination program began	Oct 1
Johnson & Johnson vaccine available in Saskatchewan	Nov 17
Public health order dated September 16 extended until January 31, 2022	Nov 25
Proof of vaccination program expanded to include liquor and cannabis	Nov 26

## FOR MORE INFORMATION

[www.Saskatchewan.ca/re-open](http://www.Saskatchewan.ca/re-open)  
[www.Lloydminster.ca/COVID-19](http://www.Lloydminster.ca/COVID-19)

# GOVERNANCE

Legislative Services' primary function is to ensure that proper legislative process is being followed by the City and Council, and is responsible for:

- ▶ COUNCIL MEETINGS
- ▶ GOVERNANCE DOCUMENT MANAGEMENT
- ▶ LEGAL SERVICES
- ▶ PROCUREMENT
- ▶ INSURANCE
- ▶ RECORDS MANAGEMENT
- ▶ PROPERTY LEASING

## 2021 ALBERTA SENATE ELECTION AND REFERENDUM

The Legislative Services team administered the 2021 Alberta Senate Election and Referendum on October 18, 2021, when electors could vote for Alberta Senate candidates and on two referendum questions.

Planning and delivering an election during a global pandemic created some challenges, but proper planning with additional safety measures allowed for a successful and safe election day.

Alberta Municipal Affairs department of the Government of Alberta provided the City of Lloydminster with funding to host the election. This funding covered all expenses of the election, such as advertising, hiring election staff, signage and supplies. Municipal taxpayers did not pay for this election as it was all covered through provincial funding.

## GOVERNANCE

In 2021, Legislative Services continued to work collaboratively with all departments while reviewing and updating current policies, bylaws and processes to ensure compliance and accuracy. Legislative Services repealed several of outdated governance documents to ensure only relevant information is posted on the City's website. Some key governance documents brought forward were:

- ▶ PUBLIC ART POLICY
- ▶ BENCH DEDICATION PROGRAM POLICY
- ▶ TRAFFIC BYLAW
- ▶ TRANSPORTATION SYSTEM BYLAW

Legislative Services continues to follow the Governance Document Review Schedule, which ensures proper review and updating of all governance documents, which further ensures legislative compliance.

## PROCUREMENT

In 2021, Legislative Services partnered with Economic Development and Communications to host a Virtual Procurement Information Workshop. This workshop provided insight into procurement legislation, process and submission guidelines. The workshop recording was posted online for 30 days following the event to promote information sharing.

## LEASING

Leasing provides the City of Lloydminster with a window of opportunity to develop a partnership and working relationship with individuals in the community. All lease agreements are executed at market value in accordance with the Lloydminster Charter, ensuring all lessees are treated fairly.

The City of Lloydminster actively leases or licenses space that is not currently required for civic purposes. The City currently holds 87 active leases.

### Leasing opportunities are available in:

- ▶ FARMLAND – 11 LEASES
- ▶ BARE LAND – 18 LEASES
- ▶ AIRPORT TERMINAL – 4 LEASES
- ▶ AIRPORT HANGAR LAND – 16 LEASES
- ▶ FACILITY – 12 LEASES
- ▶ PARKING STALLS – 13 LEASES
- ▶ LICENSE AGREEMENTS – 13 AGREEMENTS



# FINANCE

Responsible for upholding sound practises that safeguard the City's assets, the Finance department aims to reduce financial risk and support short- and long-term financial sustainability.

The department's core services include:

- ▶ ESTABLISHING STRONG FINANCIAL POLICIES AND PROCEDURES
- ▶ MAINTAINING INTERNAL CONTROLS
- ▶ PREPARING USEFUL AND TIMELY FINANCIAL REPORTS
- ▶ LEADING A FISCALLY RESPONSIBLE BUDGET PROCESS
- ▶ COLLABORATING WITH OTHER DEPARTMENTS TO APPLY LEAN PRINCIPLES TO BUSINESS PROCESSES
- ▶ ADVISING ON FINANCIAL MATTERS FOR ALL CITY DEPARTMENTS, THE CITY MANAGER, AND COUNCIL
- ▶ MANAGING THE CITY'S FINANCIAL ASSETS PRUDENTLY AND EFFECTIVELY
- ▶ DELIVERING BILLING AND PAYMENT SERVICES TO OUR RESIDENTS

## UTILITY BILLING AND PAYMENTS

In March 2021, the Utility Billing and Payment team joined the Finance department. Throughout the year, the team completed many projects aimed to enhance customer service, including:

- Reviewed over 16,000 City utility accounts to ensure the correct utility account number was referenced by financial institutions, allowing payments to be reflected on accounts faster and without errors.
- Revamped the City's utility billing and payments web pages to be more user-friendly, intuitive to navigate and developed more online forms for customer convenience.
- Developed a public campaign to support customers to sign up for paperless utility billing, allowing customers to receive their monthly utility bill via email once issued.
- Collaborated with Taxation to streamline the customer experience when signing up for pre-authorized debit for both utility billing and property taxes. With consent, an exact amount due for utility bills or property taxes is withdrawn monthly so customers will never miss a payment or incur late payment penalties.

## ASSET MANAGEMENT

Asset Management is an integrated and collaborative business approach to achieve an optimal balance between the community's service level expectations, costs, risks, performance, and benefits with respect to the City's assets.

In 2021, the Asset Management Steering Committee drove several initiatives to achieve best practices:

- Applied for the Municipal Asset Management Program Grant from the Federation of Canadian Municipalities.
- Self-assessed the City's current state in five core competency areas: policy and governance, people and leadership, data and information, planning and decision-making, and contribution to asset management practice.
- Implemented a Capital Prioritization Framework for City departments to use in conjunction with the City's annual budget process.
- Developed a self-assessment tool to measure the City's current service sustainability to measure service delivery performance and preparedness for the future from a governance and financial perspective.
- Drafted the City's first Asset Management policy.

## 10-YEAR CAPITAL INFRASTRUCTURE PLAN

City Administration prepared and presented a 10-year (2022-2031) capital infrastructure plan to Council as part of the 2022 budget presentation in the fall of 2021. Over \$441 million in spending was identified to help support Lloydminster's growth.

## WASTEWATER TREATMENT PLANT GRANT CLAIMS

Construction of the \$81.5 million Wastewater Treatment Facility is financially supported by six different grant authorities from the provincial (Alberta and Saskatchewan) government and federal government with grant support totalling \$49 million.

In 2021, Administration submitted five separate grant claims totalling over \$7.9 million to each of the grant authorities.

### Highlights:

- The 2022 budget was approved, which included a 3.5% increase to the municipal tax levy and assumed a 1% growth in assessment. The utility rates increased 4%, allowing the City to keep pace with inflationary costs, maintain the current service levels and contribute to reserves for the future.
- The City spent \$20.8 million of the total budget of \$81.5 million on the construction of the Wastewater Treatment Facility. Work is ongoing and expected to continue until 2024. The remaining balance of \$32.5 million is expected to be funded by debt.
- \$5.5 million was spent on the construction of a new fire hall. Construction is expected to be complete in 2022 with a total budget of \$10.2 million. The remaining balance is expected to be funded by debt.

# ASSESSMENT & TAXATION

## ASSESSMENT

Conducting in-house assessment services provides an enhanced service level to City ratepayers through exceptional communication and customer service that fosters positive relationships with residents and business owners. The in-house transition allows for better control over assessment data and ensures assessments are fair and equitable to property owners. The Assessment and Taxation team provides ratepayers with equal and transparent means to share the cost of civic services essential to a vibrant and growing city.

## TAXES

Providing sustainable services for the City of Lloydminster and the residents who reside within the community, Taxation is responsible for annual tax levy collection and abides by provincial policies and procedures.

### Highlights:

- ▶ 86% OF THE 2021 TAX LEVY WAS COLLECTED BY THE DUE DATE
- ▶ THE CYCLICAL RE-INSPECTION OF ALL RESIDENTIAL PROPERTIES WAS COMPLETED IN 2021
- ▶ 28.2% INCREASE IN ENROLMENT IN PRE-AUTHORIZED DEBIT PLAN FOR MONTHLY PROPERTY TAX PAYMENTS IN 2021

# INFORMATION TECHNOLOGY

The Information Technology (IT) department provides technological solutions to staff. The core functions include desktop computing environments and peripherals, infrastructure and application servers, storage, networking and firewall devices and business applications.

### Highlights:

- Worked with Community Development Services team members and the Lloydminster Public Library staff to complete a major refresh of the technology as part of the library's relocation project to the LloydMall.
- Worked with Legislative Services and Communications team members to replace the Council Chambers audio/visual system, which significantly improved the quality of livestreaming events in Council Chambers.
- Worked with the Lloydminster Museum + Archives team members to install and set up required technology as part of the relocation of the new Lloydminster Museum and Archives (4207 44 Street).
- Partnered with a security services provider to implement ongoing security awareness training for all staff, and endpoint detection and response, including monitoring by a 24-hour security operations centre.
- Replaced end-of-life hardware and updated software maintenance levels to remain current, enabling City staff to access up-to-date technology.













# PARKS, RECREATION AND CULTURE

The City of Lloydminster facilitates healthy living through access to attractive and functional recreational and cultural spaces. Each facility and public park are inclusive spaces and welcome people of all ages, backgrounds and abilities to support an active community.

## COVID-19

In adherence to the Government of Saskatchewan and Saskatchewan Health Authority's public health measures and public health orders, the City's recreation and culture facilities remained open to the public.

## THE PARKS AND GREEN SPACE TEAM MAINTAINS

- ▶ 35 PARKS
- ▶ 100+ SHRUB BEDS
- ▶ 25 PLAYGROUNDS
- ▶ 87 GARDEN PLOTS
- ▶ 21 BALL DIAMONDS
- ▶ 1 SPEEDSKATING OVAL
- ▶ 10,500 ANNUAL FLOWERS
- ▶ 8 KILOMETRES OF SKI TRAILS
- ▶ 790 ACRES OF GREEN SPACE
- ▶ 300 ACRES OF DEVELOPMENT
- ▶ 8 OUTDOOR BOARDED SKATING SURFACES
- ▶ 193 ACRES OF GREEN SPACE FOR SCHOOLS
- ▶ 6 ACRES OF LAKE ICE FOR RECREATIONAL SKATING

## CAPITAL PROJECTS

- ▶ NEW ROOF ON THE GAZEBO AT DRIVEN ENERGY LEGION BALL PARK
- ▶ NEW PLAYGROUND FOR PARKVIEW WAS TENDERED AND PURCHASED TO BE INSTALLED IN SPRING 2022

## ARCHIE MILLER ARENA

Built in 1966, this 24,000 square-foot arena is the epitome of your hometown rustic arena with its exposed beam ceiling.

### By the numbers:

- ▶ 3,810 SPECTATORS
- ▶ 4,736 PARTICIPANTS
- ▶ 789 HOURS OF BOOKED ICE TIME

### Major projects:

- ▶ FACILITY ASSESSMENT
- ▶ EXTERIOR DOOR REPLACEMENT
- ▶ PLANT OPERATIONS: R-22 REFRIGERANT





## BUD MILLER ALL SEASONS PARK

Sitting on 200 acres of land, Bud Miller All Seasons Park is the perfect backdrop for any occasion.

### By the numbers:

- ▶ 2 PLAYGROUNDS
- ▶ 6 TENNIS COURTS
- ▶ 87 GARDEN PLOTS
- ▶ 2 BALL DIAMONDS
- ▶ 3 VOLLEYBALL COURTS
- ▶ 540 SQ. M SPRAY PARK
- ▶ 8 KMS OF SKI TRAILS
- ▶ 200-PLUS SEAT AMPHITHEATRE
- ▶ 6 ACRES OF LAKE ICE FOR RECREATIONAL SKATING

### Major projects:

- ▶ REMOVED BRICK PAVERS AT PICNIC SHELTER AND REPLACED WITH CONCRETE
- ▶ REPURPOSED LAWN BOWLING GREEN TO PICKLEBALL AND BASKETBALL COURTS
- ▶ REFURBISHED BRICKWORK AT THE FIREPIT IN THE PICNIC SHELTER
- ▶ REPAIRED 250 METRES OF ASPHALT TRAIL



## CENTENNIAL CIVIC CENTRE

The Centennial Civic Centre is a 1,700-seat multi-purpose arena that regularly hosts Junior A and Junior B hockey, lacrosse and ball hockey.

### By the numbers:

- ▶ 20,888 PARTICIPANTS
- ▶ 17,575 SPECTATORS
- ▶ 3,299 HOURS OF BOOKED ICE TIME
- ▶ 197 HOCKEY GAMES HOSTED

## RUSS ROBERTSON ARENA

The Russ Robertson Arena is available for bookings yearlong for hockey, lacrosse, ball hockey, and figure skating.

### By the numbers:

- ▶ 9,402 PARTICIPANTS
- ▶ 7,647 SPECTATORS
- ▶ 1,526 HOURS OF BOOKED ICE TIME
- ▶ 22 HOURS OF LAKELAND COLLEGE RUSTLERS WOMEN'S HOCKEY

### Major projects:

- ▶ REALICE INSTALLATION
- ▶ FACILITY ASSESSMENT
- ▶ PLANT OPERATIONS: UPDATING PLANT DRAWINGS



## LLOYDMINSTER MUSEUM + ARCHIVES

The Lloydminster Museum + Archives is the community hub for art, culture and history. With over 35,000 artifacts and historical objects in the collection, the LMA showcases local history and art through permanent and temporary exhibitions and displays. The LMA offers education programs, gallery tours, art workshops and numerous cultural events throughout the year.

The Lloydminster Museum + Archives held a ribbon-cutting ceremony with City officials, dignitaries and honoured guests on Thursday, November 25, 2021. To commemorate the facility's opening, residents and regional visitors were invited to attend free, self-guided tours over the weekend.

A recording of the ribbon-cutting ceremony is available online at [www.Lloydminster.ca/livestream](http://www.Lloydminster.ca/livestream).

### Background:

Due to structural and HVAC issues, the Lloydminster Cultural & Science Centre was deemed near its end-of-life in 2019. It was subsequently closed due to the COVID-19 pandemic. The City found an alternative location at 4207 44 Street. A relocation will allow the LCSC to reinvent the galleries, emphasizing its robust heritage collection and providing a space for temporary displays that alternates throughout the year.





## LLOYDMINSTER GOLF & CURLING CENTRE

Home to one of the top golf courses in Saskatchewan, the Lloydminster Golf & Curling Centre offers an 18-hole public golf course, driving range and an eight-sheet curling rink. The facility also has squash and racquetball courts along with a fully licensed kitchen and lounge.

### By the numbers:

- ▶ 13 GOLF TOURNAMENTS
- ▶ 29,598 ROUNDS OF GOLF
- ▶ 329 MEMBERSHIPS SOLD

### Capital projects:

- ▶ PURCHASED 15 NEW GOLF CARTS
- ▶ FINISHED 18-HOLE IRRIGATION SYSTEM UPGRADES
- ▶ REFURBISHED TEES BOXES AT HOLES 2, 4, 10, 12, 16
- ▶ RE-ROOFED MAINTENANCE SHOP



## SERVUS SPORTS CENTRE

Lloydminster's largest multi-sport and event hosting facility, Servus Sports Centre provides visitors of every age, skill level and ability an opportunity to work out, compete and play under one roof.

### By the numbers:

- ▶ 60,452 ARENA PARTICIPANTS
- ▶ 35,956 ARENA SPECTATORS
- ▶ 8,448 DROP-INS
- ▶ 2,136 GYM MEMBERSHIPS
- ▶ 3,832 FIELD HOUSE PARTICIPANTS
- ▶ 4,872 FIELD HOUSE SPECTATORS

### Major projects:

- ▶ FLOOR MACHINE REPLACEMENTS
- ▶ ELECTRICAL PANEL RELOCATION
- ▶ PARKING LOT REHABILITATION
- ▶ HEATING UPGRADES



## PROGRAMMING AND EVENTS

The City of Lloydminster offers a wide range of programming for residents at its facilities and parks. As a vibrant and active community with inclusivity at heart, the City and staff are committed to providing a welcoming, recreational experience for all guests.

### Available programming, among others:

- ▶ BIRTHDAY PARTIES
- ▶ CAMPS
- ▶ COURSES AND CLASSES
- ▶ FAMILY ACTIVITIES
- ▶ FITNESS AND WELLNESS
- ▶ LESSONS

### By the numbers:

- ▶ 164 PROGRAMS WITH 853 PARTICIPANTS







# SOCIAL PROGRAMS AND SERVICES

Social Programs and Services connects people to social resources while supporting healthy living and positive lifestyles among Lloydminster's diverse community.

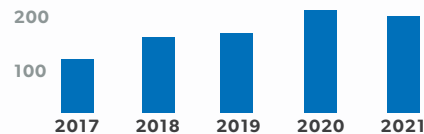
A large portion of the department's funding comes from the Family and Community Support Services (FCSS) — an 80/20 partnership between the Province of Alberta and the City of Lloydminster. While the funding is based on the city's Alberta population, FCSS programs operate freely on both sides of the border.

#### By the numbers:

- ▶ 13 FCSS GRANTS DISTRIBUTED TOTALLING \$385,000
- ▶ 12 SASKATCHEWAN LOTTERIES PROGRAM TOTALLING \$81,414
- ▶ 4 LLOYDMINSTER TOBACCO REDUCTION GRANTS TOTALLING \$27,200
- ▶ 2 OPERATIONAL GRANTS TOTALLING \$28,966

## INFORMATION AND REFERRAL REQUESTS

Social Programs and Services connects residents to resources and services in the community through referrals and the distribution of materials such as directories, brochures and one-on-one conversations. In 2021, the department answered 188 requests for information about community resources.



## YOUTH GRAFFITI CLEANUP

Over 12 weeks, 17 youth and 15 community volunteers created two murals along the 4900 block of 49 Avenue. The first is traditional Indigenous elements such as animals, medicines and teepees. The second mural includes a cityscape with silhouettes of a skate park. Members of the Lloydminster RCMP Detachment and the Lloydminster Fire Department joined the youth organizations to help paint for a combined total of approximately 200 volunteer hours. Community partners that supported the project included Home Depot Lloydminster, Art Soul Life Creative Studio, Lloydminster Community Youth Centre and the Lloydminster Native Friendship Centre.

## SENIORS TAXI PROGRAM

Approximately 12,000 Senior Taxi Program vouchers were sold in 2021. The program allows seniors (65+) to purchase one-way, local taxi vouchers for \$5.

The Seniors Taxi Program Vendor and Transportation Partner Agreements were updated to three-year terms effective January 1, 2022, to December 31, 2025. All program vendors and partners received the new contract. For more information visit, [www.Lloydminster.ca/seniorstaxi](http://www.Lloydminster.ca/seniorstaxi).

## RECREATION ACCESS PROGRAM

The Recreation Access Program helps residents by removing financial barriers to accessing recreation.

- ▶ 263 RESIDENTS JOINED THE RECREATION ACCESS PROGRAM

#### RAP participants accessed City facilities through:

- ▶ 128 DROP-INS PURCHASED
- ▶ 52 MEMBERSHIPS PURCHASED

## LLOYD SUPPORTS: A COMMUNITY SERVICES DIRECTORY

The 2021-2023 Lloyd Supports edition is here, with 11,000 booklets available for residents and community organizations for the next two years. In 2021, Social Programs and Services distributed 5,200 copies.

## OPIOIDS DON'T DISCRIMINATE EXHIBIT

The City of Lloydminster hosted Opioids Don't Discriminate, an interactive exhibit designed to educate, build understanding and reduce the stigma around opioid addiction. The Lloydminster showing was made possible by collaborating with Residents in Recovery, Saskatchewan Health Authority Mental Health and Addictions, Alberta Health Services, the City of Lloydminster, Catholic Social Services, RCMP and Thorpe Recovery Centre. Over 450 residents attended the week-long exhibit.

## WORKSHOPS AND EVENTS

Working in collaboration with community partners, the Social Programs and Services department supported 10 events and workshops, ranging from Dementia Caregivers Support webinars, Senior Brain webinars and Women Empowerment webinars.

#### By the numbers:

- ▶ 1,505 PARTICIPANTS
- ▶ 10 EVENTS AND WORKSHOPS

# EMERGENCY SERVICES

## LLOYDMINSTER FIRE SERVICES

Through the protection of life, property, and the environment, the Lloydminster Fire Services improves everyone's livability in the Border City in the Border City by providing professional and dedicated emergency service to the City of Lloydminster.

The department is operated 24/7 with continuous staffing out of Fire Station No. 1 in the city's downtown core. The staffing model includes a fire chief and an assistant fire chief, a training officer, four full-time captains and an additional four full-time firefighters, along with nearly three dozen part-time/paid-on-call department members.

Emergency response times are significantly reduced with four members on duty, six on standby, and an apparatus always at the ready.

### Capital Projects and Purchases:

- ▶ CONSTRUCTION OF THE NEW FIRE STATION NO. 1 BEGAN IN THE SPRING AND IS SCHEDULED FOR OPERATION IN 2022
- ▶ PURCHASED NEW SELF-CONTAINED BREATHING APPARATUS (SCBA) TO ENSURE THE SAFETY OF FIRE DEPARTMENT PERSONNEL

### Highlights:

- ▶ IMPLEMENTED A WATER/ICE RESCUE PROGRAM
- ▶ RECRUITED 7 PART-TIME FIREFIGHTERS
- ▶ HOSTED A REGIONAL HEAVY TRUCK RESCUE COURSE

### By the numbers:

- ▶ 776 CALLS FOR SERVICE

## RCMP STUDENT RESOURCE OFFICER PROGRAM

School Resource Officers (SROs) embedded in each school division conduct presentations and develop positive relationships with the student body. The program has been successful and is well received by the staff, students and parents. The SRO program is a collaboration between the Lloydminster RCMP, Lloydminster Catholic School Division (LCSD), Lloydminster Public School Division (LPSD), Lloydminster Region Health Foundation and the City of Lloydminster.

The School Resource Officers have office space at the Lloydminster Comprehensive High School and Holy Rosary High School.

### By the numbers (2021-22 academic year):

- ▶ GUIDANCE PROVIDED TO STUDENTS DAILY
- ▶ SCHOOL ZONES PATROLLED THROUGHOUT THE WEEK BY AN SRO, EXCLUDING REGULAR PATROL OFFICERS

### Notable events:

- SROs completed numerous presentations on topics such as cyberbullying, cannabis awareness and gang awareness, the Youth Criminal Justice Act, consent and the law.
- Information sessions for students to become familiarized with the RCMP. Opportunities included police vehicles tours, completing the RCMP Physical Abilities Requirement Evaluation (The PARE) and ask RCMP officers questions.
- SROs involved in community activities, including coaching school sports.

## BYLAW

City of Lloydminster Bylaw Enforcement Officers do not enforce criminal code offences but work closely with the Lloydminster RCMP Detachment. Bylaw officers aid in supporting:

- ▶ TRAFFIC AND PARKING VIOLATIONS
- ▶ ANIMALS AT LARGE
- ▶ UNTIDY PREMISES
- ▶ LOST AND FOUND INQUIRIES

## PEACE OFFICERS & PHOTO TRAFFIC ENFORCEMENT

Peace Officers add flexibility to law enforcement by providing a continuum of personnel with varied training and authority levels. This approach recognizes that many enforcement roles, such as regulatory compliance, do not require highly trained police officers. The use of Peace Officers for these roles, such as photo radar enforcement, enables police officers to remain focused on more complex and more serious criminal enforcement activities.









# DEVELOPMENT AND GROWTH

## PLANNING

The Planning department represents the City's interests within the development process while facilitating development and guiding growth. The department works with the community to develop and implement planning documents including the Municipal Development Plan, area structure plans, the Land Use Bylaw and other legislated planning documents, which bring the community vision to fruition.

### By the numbers building and development:

- ▶ 32 NEW DWELLINGS
- ▶ 189 BUILDING PERMITS ISSUED
- ▶ \$22,079,877 CONSTRUCTION VALUE
- ▶ 310 DEVELOPMENT APPLICATIONS
- ▶ 101 SIGN PERMITS
- ▶ 37 FILE HISTORY
- ▶ 32 COMPLIANCE
- ▶ 9 REMOVAL/DEMOLITION

### By the numbers planning:

- ▶ 7 LAND USE BYLAW AMENDMENTS
- ▶ 3 ROAD CLOSURES
- ▶ 1 AREA STRUCTURE PLAN AMENDMENT
- ▶ 1 MUNICIPAL DEVELOPMENT PLAN AMENDMENT
- ▶ 6 SUBDIVISION APPLICATIONS

### Major Achievements:

- LAND USE BYLAW – HOME-BASED BUSINESS AMENDMENTS  
Clarity to applicants and customers was achieved through amendments to the discretionary use process.
- Two senior housing development projects were approved through Council – one in Alberta and another in Saskatchewan.

## ENGINEERING

Responsible for the assessment, design, construction and implementation of municipal system upgrades. The Engineering department is also responsible for developing the City's water, sanitary sewer, storm sewer, transportation and drainage channel infrastructure.

Engineering maintains and regularly updates the City's master plans, which form the baseline for system upgrades and improvements, and provides a roadmap for future development and expansion.

### By the numbers:

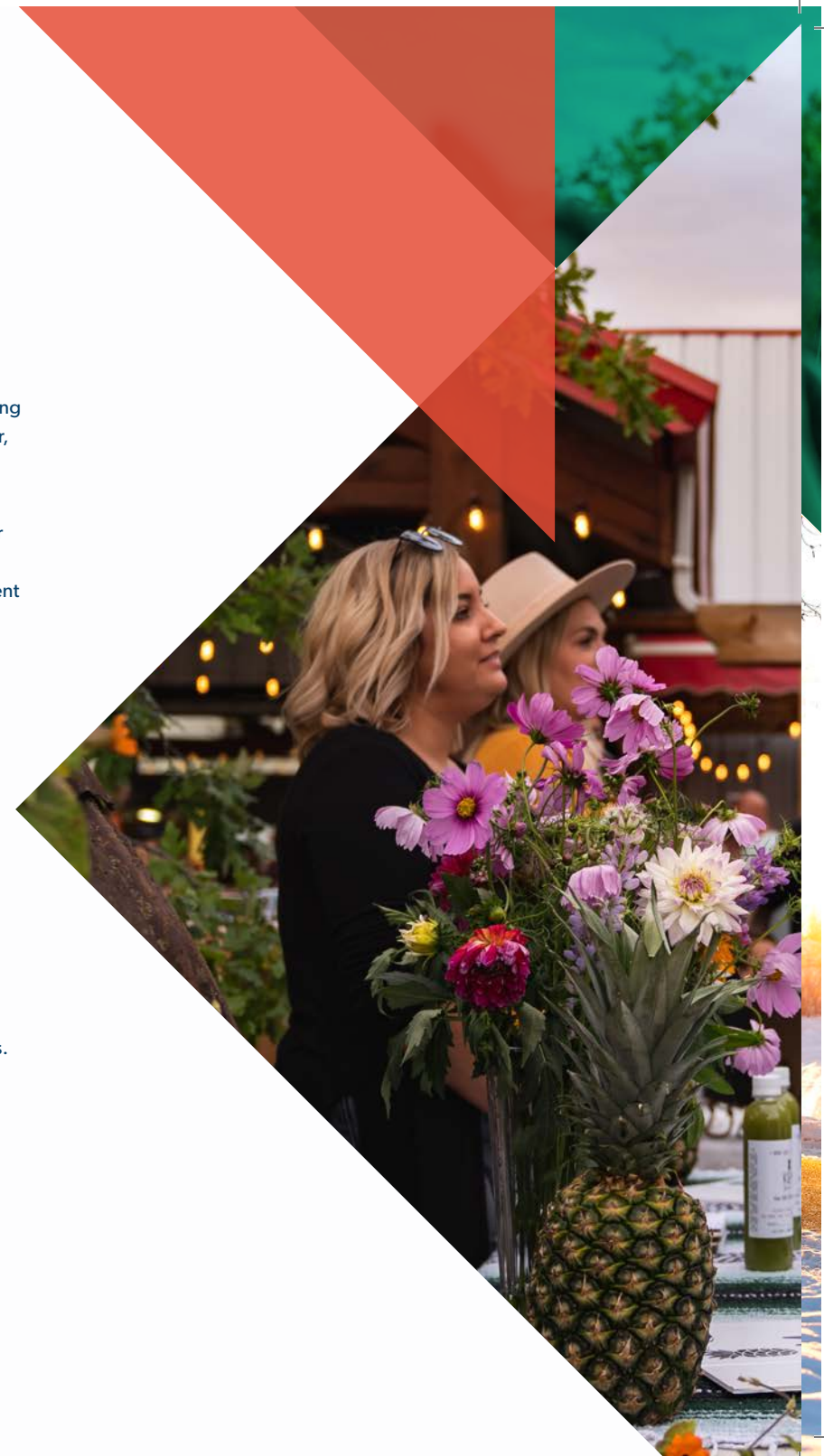
- ▶ 59,80M<sup>2</sup> CONCRETE PAVEMENT
- ▶ 1,830M<sup>2</sup> ASPHALT CONCRETE OVERLAY
- ▶ WATER MAIN: 96M OF 200MM, 46M OF 250MM
- ▶ SANITARY MAIN: 179M OF 200MM
- ▶ STORM MAIN: 75M OF 300MM

### Major Projects:

#### HIGHWAY 16 REHABILITATION

The City of Lloydminster rehabilitated Highway 16 (44 Street) between 59 Avenue and 75 Avenue. The project included the construction of a concrete intersection at Highway 16 and 62 Avenue (College Drive), extending 100 metres in all directions. Additional information about this project is available online at [www.Lloydminster.ca/44St-Rehabilitation](http://www.Lloydminster.ca/44St-Rehabilitation).

- ▶ 27,400M<sup>2</sup> ASPHALT CONCRETE OVERLAY
- ▶ STORM MAIN: 33M OF 300MM, 25M OF 375MM, 3M OF 450MM





## 2021 WATER AND SEWER REPLACEMENT PROGRAM

The Water and Sewer Main Replacement Program (WSRP) is an annual plan to rehabilitate ageing municipal infrastructure, including water, sanitary sewer and storm sewer mains.

### By the numbers:

- ▶ 391M WATER MAIN REPLACEMENT
- ▶ 488.5M SANITARY SEWER REPLACEMENT
- ▶ 134.6M STORM MAIN REPLACEMENT
- ▶ 7,310M<sup>2</sup> ASPHALT CONCRETE OVERLAY
- ▶ 39 SERVICE REPLACEMENTS
- ▶ 200M OF SIDEWALK REPLACEMENT

## PARKING LOT REHABILITATION

The City of Lloydminster rehabilitated the parking lots at City Hall, Servus Sports Centre and the lot on the 5000 block south of 49 Street.

### By the numbers:

- ▶ 2,360M<sup>2</sup> MILL AND FILL
- ▶ 188M<sup>2</sup> PATCH REPAIR
- ▶ 17,730 SLURRY SEAL

## IMPROVEMENT PROGRAMS

The Street Improvement Program, the Asphalt Trail Improvement Program and the Concrete Sidewalk Improvement Program all target infrastructure to prolong the asset's lifespan. These programs improved pedestrian and vehicle movement and targeted safety concerns by constructing walking trails, implementing crosswalks, and enhancing pedestrian-crossing visibility.

### By the numbers:

- ▶ 10,300M<sup>2</sup> ASPHALT OVERLAY
- ▶ 180M ASPHALT WALKING TRAIL
- ▶ 167M REHABILITATED SIDEWALK
- ▶ 4,815M<sup>2</sup> ASPHALT CONCRETE OVERLAY (UPGRADED FROM GRAVEL)



# SAFETY

The Safety team is responsible for the overall health, safety and wellness of City of Lloydminster employees and works with Human Resources and Benefits. Safety oversees health and safety adherence to provincial legislation and industry best practices, co-ordinating incident management, training and education as outlined in the City of Lloydminster's Physical and Psychological Safety Management System.

## CERTIFICATE OF RECOGNITION (COR)

The City of Lloydminster underwent an external certificate of recognition (COR) audit in September 2021. The external audit reviewed 12 months of documentation (within 19 sites) and conducted 58 virtual interviews. The City achieved an audit score of 92% and will maintain its COR with the Alberta Municipal Health and Safety Association for the next three years.

### What is COR?

A COR shows that the employer's health and safety management system has been evaluated by a certified auditor and meets provincial standards. These standards are established by Occupational Health and Safety (OHS)<sup>1</sup>.

<sup>1</sup> Government of Alberta. (2021). Get a Certificate of Recognition (COR). Retrieved from Government of Alberta: <https://www.alberta.ca/get-certificate-recognition.aspx>

# ECONOMIC DEVELOPMENT

The Economic Development department delivers timely and effective information and services to attract, secure and retain business investment.

	2019	2020	2021
New Business Licences	238 *new	186	221
Hotel Occupancy	51.8%	35.1%	39.7%
Houses Sold (Total Residential)	795 (397*)	377	529
Airport passenger count	25,244	5,073	2,133
Lot inquiries	20	16	46
Lot sales	4	1	3
Trade Shows Attended	4	2	1

\*Single Residential units

## BUSINESS SURVEY

The annual business survey identified the needs of existing and future businesses and provided guidance and directions for future growth. Ratings of Lloydminster as a place to do business reached their highest marks since the tracking began in 2019. Decision-makers for large businesses provided higher satisfaction ratings in 2021 over smaller companies.

### Despite the challenges of the pandemic:

- 94% of Lloydminster businesses were satisfied with the support they receive from residents and other businesses; and
- Over 36% of business decision-makers reported plans to expand within the next two years, which is an increase of 5% over 2020.

### Satisfaction with specific areas of doing business in Lloydminster:

	2019	2020	2021
Business license process	94%	95%	95%
Availability of housing	97%	98%	95%
Support from local residents	97%	98%	94%
Support from other businesses	98%	96%	94%
Availability of space for rent or lease	94%	99%	91%
Availability of property for purchase	88%	97%	91%
Cellular phone service	86%	87%	86%
Support from the City of Lloydminster	79%	80%	76%
Internet service	76%	69%	75%
Development and building permit process	79%	76%	73%
Availability of health and medical services	80%	79%	72%
Availability of unskilled labour	82%	88%	65%
Availability of skilled labour	70%	77%	59%
Local roads and streets	59%	54%	55%
Municipal property taxes	52%	52%	53%

### Likelihood to recommend Lloydminster

More than 9 in 10 decision-makers would likely recommend Lloydminster as a place to do business. In line with this result, roughly 7 in 10 state their attitude toward doing business in Lloydminster has remained about the same over the past year, a large increase compared to 2020.

	2019	2020	2021
Likely NET	87%	85%	92%
	13%	15%	8%

To view the complete survey results, visit [www.YourVoiceLloyd.ca/YCYB](http://www.YourVoiceLloyd.ca/YCYB).



## THINK LLOYD FIRST

*Think Lloyd First* is an initiative supported by several local organizations, including Community Futures Lloydminster, Lloydminster Chamber of Commerce, Startup Lloydminster, Lloydminster Construction Association, Alberta Innovates, BDC, Lakeland College, Discover Lloydminster, and the City of Lloydminster. Through the program, participating organizations are encouraged to advocate for local business among their respective networks.

By supporting local businesses, we are promoting and benefiting the local economy. Local businesses are owned or managed by people who live and work in our city, raise their families and invest in the community.

### Highlights:

- ▶ SASKATCHEWAN ECONOMIC AWARD OF EXCELLENCE RECIPIENT
- ▶ OVER 7,000 HASHTAG USES: #LLOYDFIRST, #THINKLLOYDFIRST, #THINKLLOYD

## COVID-19 RESPONSE

The Economic Recovery Task Force action plan continued to mitigate the potential economic impact on businesses from the COVID-19 pandemic. The task force is a collaborative initiative representing the Lloydminster area consisting of local government, business leaders and stakeholders.

### Six key priorities, established in 2020, continued through 2021:

- ▶ BUSINESS RETENTION AND EXPANSION
- ▶ INVESTMENT AND INDUSTRY ATTRACTION
- ▶ THINK LOCAL CAMPAIGN
- ▶ INCENTIVES
- ▶ ECOMMERCE & TECHNOLOGY SUPPORT
- ▶ BUSINESS IMPACT ANALYSIS

## DISCOVER LLOYDMINSTER

Partnering with Discover Lloydminster since early 2019, the brand lease allows the City to promote Lloydminster as a destination. The partnership is committed to fostering and marketing businesses and experiences that depend on revenues from the tourism industry. Discover Lloydminster distributes 7,000 copies of the Local and Travellers Guide each year.

In 2020 and 2021, the impact of the visitor economy significantly grew in importance. As part of Discover Lloydminster’s COVID-19 response, the “What’s Open” section on DiscoverLloydminster.ca adjusted according to the public health guidelines by the Saskatchewan Health Authority.

## MARTIN BROWNE AREA REDEVELOPMENT PLAN

Made from 100 per cent recycled plastics, a community gazebo was constructed and paid for in partnership with Jason Arden and Associates Ltd. – Co-operators. The gazebo installation features a mural by local artist Brandi Hofer serves as a skate shack this winter while community members utilize the outdoor skating rink. During the warmer months, it serves as a rest area for those using the nearby basketball courts and other nearby outdoor amenities.

The gazebo, constructed using 11,248 recycled bottles, will become a permanent neighbourhood fixture as the area redevelopment plan advances.

## LAND DIVISION

Meeting its target single-family lot sales, Land Division sold 19.13 acres within Lloydminster for the future residential development of Fourth Meridian Manor and Wellings of Lloydminster, two separate seniors housing initiatives.

## REAL ESTATE MARKET

	2019	2020	2021
Number of residential units sold	-	-	529 ↑ 40.3% (2020)
Average Detached Residential Price	\$320,425	\$302,485 ↓ 5.59% (2019)	\$316,357 ↑ 4.58% (2020)
Detached Residential Units Sold	337	335 ↓ 0.6% (2019)	447 ↑ 33.4% (2020)

## POPULATION AND DWELLINGS CENSUS CANADA

### By the numbers:

- ▶ 31,582 POPULATION 2021
- ▶ 31,400 POPULATION 2016
- ▶ 13,530 PRIVATE DWELLINGS
- ▶ 12,077 PRIVATE DWELLINGS OCCUPIED BY USUAL RESIDENTS
- ▶ 1,292.6 POP. DENSITY PER SQUARE KILOMETRE
- ▶ 24.43 SQ. KM TOTAL LAND AREA

# ROADS AND TRANSPORTATION

Transportation Services is a multifunctional team consisting of three departments that provide key services to the community. It ensures the safety ensure the safety and efficiency of Lloydminster streets for residents and visitors.

## ROADWAY SERVICES

Responsible for the year-round maintenance of all roadways, the Roadway Services team preserves assets including:

- ▶ ASPHALT AND GRAVEL, INCLUDING GRADING
- ▶ DUST CONTROL AND BACK LANE REPAIRS
- ▶ ASPHALT MAINTENANCE
- ▶ WINTER SNOW AND ICE OPERATIONS
- ▶ SIGNS AND SIGNALS REPAIR AND MAINTENANCE
- ▶ ROAD SURFACE DRAINAGE

### By the numbers:

- ▶ 1,800M<sup>3</sup> SAND
- ▶ 281 TONNES OF SALT
- ▶ 85 HOT PATCHES
- ▶ 83 CONCRETE REPAIRS
- ▶ 4,800M<sup>3</sup> SPRING STREET SWEEPING
- ▶ 65+ TONNES QUICK PATCH REPAIR
- ▶ 47,225 TONNES OF SNOW REMOVED DURING RESIDENTIAL SNOW REMOVALS

## FLEET SERVICES

Responsible for the maintenance and repair of approximately 300 pieces of equipment ranging from string, trimmers, golf course equipment, to graders and plow trucks. The Fleet Services department concentrates on a superior maintenance program that includes internal customer service.

### New equipment:

- ▶ 15 NEW GOLF CARTS
- ▶ 1 DEICING TRAILER
- ▶ 1 GRADER
- ▶ 1 TORO 15' MOWER
- ▶ 1 SIDE-BY-SIDE
- ▶ 1 FORD EXPLORER (PEACE OFFICER)

## LLOYDMINSTER AIRPORT & SERVICES

The Transport Canada Liaison coordinates compliance with rules and regulations through a continuous program of comprehensive monitoring, inspections and audits. The Lloydminster Airport provides users with a safe and enjoyable travel experience through safe program management.

### Airport Services is responsible for the year-round maintenance, including:

- ▶ BUILDINGS
- ▶ RUNWAY
- ▶ TAXIWAYS
- ▶ ALL GREEN SPACES
- ▶ CONTINUING TO UPGRADE TAXI SERVICES

### By the numbers:

- ▶ 13,398 AIR TRAFFIC
- ▶ 2,133 SCHEDULED FLIGHT PASSENGERS
- ▶ 3,547 CHARTER AIRCRAFT PASSENGERS
- ▶ 152 AIR AMBULANCE





# WASTE SERVICES

Waste Services provides essential services of solid waste and wastewater management for the City of Lloydminster. The team is responsible for the collection, transport, treatment and recovery of reusable resources from waste.

## WASTE AND RECYCLING

### Curbside Collection

A contamination spot check program launched in August 2021. The program identified common contaminants in the organics and recycling stream which formed the basis of succeeding education campaigns.

- ▶ DIVERTED 2,684 TONNES OF ORGANICS AND RECYCLABLES FROM THE LANDFILL  
*2.13 tonnes of organics, 0.55 tonnes of recyclables*
- ▶ 32% DIVERSION RATE
- ▶ 68% LANDFILLED  
*5.69 tonnes of garbage*

### Landfill

The City received 84,783 tonnes of material at the landfill, of which 70% was diverted:

- ▶ 25,747 TONNES LANDFILLED  
*Garbage, asbestos, unrecyclable concrete, mattress*
- ▶ 30,797 TONNES DIVERTED  
*Cardboard, clean concrete, clean fill, wood chips, metal, tires, e-waste*
- ▶ 19,238 TONNES TREATED  
*Septic, hydrovac, sump waste*

Residents were provided options to dispose of household hazardous waste at the landfill as the City's Household Hazardous Waste Roundup was postponed for a second year due to COVID-19. Over 170 kilograms of household hazardous waste was received for processing and proper disposal.



# WATER SERVICES

The Water Services Team is responsible for the treated water supply system that includes the river intake, Water Treatment Plant, Treated Storage Reservoir and distribution water lines. Water Services supplies potable water to the residents of Lloydminster, surrounding neighbours and fire protection services.

The department maintains and operates five facilities, with a staff consisting of Water Treatment Plant Operators, Distribution Operators and administrative staff dedicated to delivering the highest standard of water quality, and building strong relationships with the consumer through communication, integrity and excellent customer service.

Directives from the Saskatchewan Water Security Agency ensures staff are reporting, monitoring, testing and maintaining the water system and are following standard procedures to ensure the water supply is safe to drink with minimal water interruptions.

## WATER DISTRIBUTION

### 2021 Water Meter Replacement Program

Water Services conducted its annual meter replacement program to replace outdated water meters (10-20 years old) in homes and businesses, with meters that are more accurate at lower flows. The project aims to improve meter accuracy, customer service (leak detection or high consumption) and to ensure equipment is current and compatible with recent upgrades to the meter reading system.

#### By the numbers:

- ▶ 691 WATER METERS REPLACED
- ▶ 709 MAINLINE VALVE INSPECTIONS
- ▶ 985 SEMI-ANNUAL FIRE HYDRANT INSPECTIONS
- ▶ 48 CURB STOPS REPAIRS
- ▶ 9 WATER MAIN REPAIRS
- ▶ 4 MAINLINE VALVE REPAIRS
- ▶ 3 FIRE HYDRANT REPLACEMENTS
- ▶ 10 SERVICE REPAIRS

Through the annual maintenance and inspections of water valves and fire hydrants, the Water Distribution team minimized the number of customers impacted during a water interruption due to a water break, valve or hydrant replacement.

## WATER TREATMENT PLANT

In 2021, significant capital planning and upgrades to the Water Treatment Plant and facilities were initiated as the facilities and equipment are nearing the end of their life cycle. Engineering, design and assessments were started in 2021 for the following, with construction/installation to be completed in 2022-2023:

- Replacement of hydrated lime and powder activated carbon chemical feed systems
- Controls system upgrade - Supervisory Control and Data Acquisition (SCADA)
- Ultraviolet Light (UV) Disinfection System
- Building Report and Condition Assessment of the Water Treatment Plant
- Installation of new Fiber Optics line to the Water Treatment Plant
- Road site access and drainage improvement at the River Pumphouse
- In partnership with the SaskWater Corporation, the City of Lloydminster signed an agreement to design and construct the "Prairie North Regional Potable Water Supply System" line to serve future neighbouring communities to the east of Lloydminster. Waterline construction started in December 2021.

#### By the numbers:

- ▶ 3,740,436M<sup>3</sup> TREATED WATER
- ▶ 10,248M<sup>3</sup> - AVERAGE DAILY FLOW FOR 2021
- ▶ 16,278M<sup>3</sup> - PEAK DAILY FLOW FOR 2021
- ▶ 10,000+ COMPLETED WATER TESTS



## WASTEWATER TREATMENT

The Wastewater Treatment department is responsible for treating all sanitary wastewater before it is deposited into the North Saskatchewan River and for administering the City's Source Control and Pollution Prevention Program. The department is also responsible for the 35-kilometre pipeline to the river.

City Administration and federal and provincial partners hosted a ceremonial groundbreaking on Friday, May 14, 2021, to celebrate construction underway on Lloydminster's new wastewater treatment facility.

Construction on the \$81.5-million wastewater system project funded by the Government of Canada, the Government of Alberta, the Government of Saskatchewan, and the City of Lloydminster began in late 2020. The facility is expected to be fully operational by late 2023.

A recording of the ceremonial groundbreaking is available online at [www.Lloydminster.ca/livestream](http://www.Lloydminster.ca/livestream).

### Major projects:

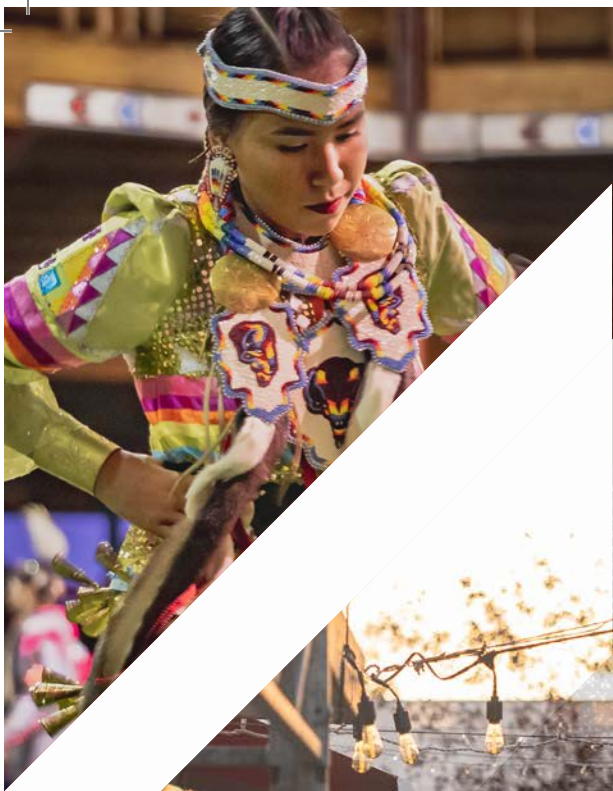
- ▶ CONSTRUCTION UNDERWAY FOR THE NEW \$81.5 MILLION MECHANICAL WASTEWATER TREATMENT FACILITY
- ▶ COUNCIL APPROVED THE NEW LLOYDMINSTER WASTEWATER BYLAW (BYLAW NO. 15-2021)

### By the numbers:

- ▶ 3,569,292M<sup>3</sup> WASTEWATER TREATED
- ▶ 1,680,047 KG OF CONTAMINANTS REMOVED FROM WASTEWATER









# COMMUNICATIONS AND PUBLIC ENGAGEMENT

The Communications department's mandate is to engage with the community and media through a selection of modern and traditional tools and platforms. The team prepares in-depth strategies for a wide variety of initiatives. It maintains a client-focused approach when addressing both public projects and Lloydminster's bi-provincial nature's unique needs.

The City utilizes media relations, the Your Voice Lloyd community engagement platform, marketing and advertising, website services, and social media to communicate and engage residents, employees, and key stakeholders.

## Highlights:

- ▶ 457 NEWS RELEASES/PUBLIC NOTICES
- ▶ 100+ INTERVIEWS
- ▶ 114 COMMUNITY EVENTS ADVERTISED
- ▶ 13 PUBLIC ENGAGEMENT SURVEYS
- ▶ 4 SEASONAL PROGRAM GUIDES

## COVID-19

The Communications department played an integral role in supporting and disseminating provincial and municipal information related to the COVID-19 pandemic. Given the city's bi-provincial nature and local media publishing COVID-related information for Alberta, Saskatchewan and Canada, residents needed to have a place to find valuable information as it pertains specifically to the city of Lloydminster.

## SOCIAL MEDIA

The City uses Facebook, Instagram, Twitter, LinkedIn and YouTube as its primary social media and networking sites.

### Facebook:

@CityofLloydminster  
 @LloydminsterMuseumArchives  
 @ServusSportsCentre  
 @BiocleanAquaticCentre  
 @LloydVotes  
 @ThinkLloydFirst

### Instagram:

@CityofLloydminster  
 @Your\_LMA  
 @thinklloydfirst

### Twitter:

@CityofLloyd  
 @LloydVotes

### LinkedIn:

@CityofLloydminster

### YouTube:

@CityofLloydminster

## By the numbers:

- ▶ FACEBOOK: 9,765 FOLLOWERS, ↑ 8.8% (2020)
- ▶ TWITTER: 4,043 FOLLOWERS, ↑ 2.4% (2020)
- ▶ INSTAGRAM: 2,506 FOLLOWERS, ↑ 15.9% (2020)
- ▶ YOUTUBE: 719 SUBSCRIBERS, ↑ 15.4% (2020)
- ▶ LINKEDIN: 662 FOLLOWERS, ↑ 24.4% (2020)
- ▶ LLOYDMINSTER.CA: 961,981 PAGEVIEWS, ↓ 2.45% (2020)
- ▶ TOP 5 WEB PAGES (BY PAGEVIEWS):
  - COVID-19-related pages – 104,267*
  - Bioclean Aquatic Centre – 60,640*
  - Career Opportunities – 25,059*
  - Servus Sports Centre – 23,325*
  - Property tax – 19,133*
- ▶ YOURVOICELLOYD.CA: 5,700 VISITS, ↓ 46.7% (2020)
- ▶ TOP 3 SURVEYS:
  - Your City, Your Dollar Budget Engagement Survey - 304*
  - LMA Teacher Engagement - 61*
  - Airport User Survey - 31*



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