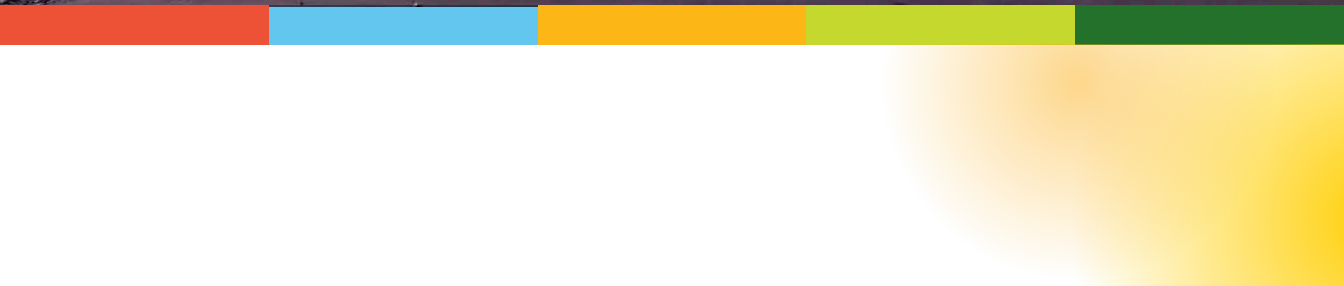




LLOYD

2020 REPORT TO THE COMMUNITY







2020

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CITY
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IN MEMORIAM



The City of Lloydminster honoured the life of Ken Baker, former mayor and councillor, who passed away peacefully on November 23, 2020.

Ken is remembered fondly as a friend, leader and community builder who played an integral role in shaping modern-day Lloydminster.

He first served as councillor from 1994 to 2000, until being elected as mayor in fall 2000. He continued to represent the City as Mayor until 2009. Ken returned to council chambers after being re-elected as a councillor in a 2014 byelection and the 2016 city election.

Ken and wife Jean called Lloydminster home for over 54 years. In that time, Ken helped build the community as an elected official and through his career in the local construction industry. He played a central role in the development of Servus Sports Centre and the Vic Juba Community Theatre.

In 2019, Ken received the Alberta Urban Municipalities Association (AUMA) Distinguished Service Award, which recognizes elected officials who have served 20 or more years on an urban municipal council.

“Having the privilege of serving the community is very special and has been a great honour in my life,” Ken said, upon learning of the 2019 award recognition. “I have always believed that if you want to see your community provide quality of life for people, then one must step up and help make it happen.”

Ken’s long-standing municipal service was also recognized by the Municipalities of Saskatchewan in 2019.

Mayor Gerald Aalbers said Ken’s many contributions over the years ensure his place in the community’s collective heart and memory.

“Ken will be remembered as one of those ‘larger than life’ people who dedicated his heart and soul to the betterment of this city. His wisdom and leadership will continue to echo in our Council Chambers for decades to come,” said Mayor Aalbers.



MESSAGE FROM THE MAYOR



As I prepare this message in early 2021 and reflect on 2020, a common phrase as of late comes to mind, “things will look a little different this year [2021].” While I believe this to be true, we can’t forget all that was accomplished in 2020.

There’s no doubt we all desire to return to what we’ve always enjoyed; everything from regular gatherings with our faith communities to experiencing large community events. Although we couldn’t have as many events, attend fundraisers or host grand openings the way we usually would, as I said – a lot happened in 2020.

On behalf of your newly elected Lloydminster City Council, we’re pleased to share the 2020 instalment of the annual Report to the Community, which allows us to highlight the community’s many accomplishments from the past year.

We can all agree a lot happened in 2020. We faced the uncertainty of the world’s first pandemic since the early 1900s. Many entrepreneurs pivoted and enhanced their operations to remain competitive in an online environment. Many families found a change of pace due to the suspension of sports and other recreational activities, which meant they spent more time at home rather than on the road.

November saw the election of four incumbents, Jason Whiting who previously sat on Council (2016-2020) and the addition of one new councillor – Lorelee Marin. We thank outgoing councillor Stephanie Munro for her service to the community and her efforts during her term. Although Stephanie is no longer on council, she’ll always play a vital role within the community.

Sadly, we said goodbye to Ken Baker – a friend and a true pillar of the Lloydminster. Ken served as both mayor and councillor for more than 20 years and served his community as a public servant for many more.

We also express our sincere appreciation to the 12 others who put their name forward in the 2020 civic election and Lloydminster voters who exercised their democratic rights during a pandemic. An engaged community is a strong community, and your active participation in the election process was an inspiration.

Once again, we thank the people of Lloydminster for electing the team who serve on the 2020-2024 Lloydminster City Council; we are grateful for your ongoing support and trust as we continue building a diverse, vibrant Lloydminster.

Gerald S. Aalbers
MAYOR

MESSAGE FROM THE CITY MANAGER



Welcome to another edition of our annual Report to the Community. This past year was certainly one for the history books, and we are pleased to share the details of how we, as your local government, responded to the COVID-19 pandemic through 2020.

The year started much like any other. We had an approved budget and an ambitious list of community projects in the works, but our world took a very unexpected turn in March.

Quickly, the City of Lloydminster and every other community across the country began to understand the implications of the emerging viral threat. On March 11, we activated our Incident Management Team, which would guide the City of Lloydminster's organizational response to COVID-19 for the remainder of the year and into 2021.

From the outset, our priority was the safety of our residents and our City staff. We immediately implemented new practices that allowed us to continue providing essential community services and operate the municipality with the least possible risk. Even our regular City Council meetings went online-only for a few months.

Naturally, our community had many questions about quarantines, business regulations and other new and perplexing pandemic-related issues. As a bi-provincial city grappling with differing regulations on either side of the border, one of our first acts was to ensure consistency. Therefore, we enacted a State of Local Emergency, which granted the City of Lloydminster authority to implement response measures in addition to or beyond those established by either province.

One of our first major steps was the temporary closure of our recreation facilities and the indefinite cancellation of several public celebrations. These closures and cancellations eventually required us to re-allocate many of our staff to other roles throughout the City. We also issued temporary layoff notices to our casual and part-time recreation staff; however, we were able to welcome many of these people back as government-mandated restrictions changed in the following months.

Through all the limitations and rapidly changing guidelines, the staff at our City facilities showed remarkable fortitude and resourcefulness in ensuring continued public access to safe recreation options through the pandemic.

Only a few weeks into the pandemic, the socio-economic impacts were evident. As a municipality, our options to mitigate these effects were limited; however, City Council voted to offer deferrals for payment of tax and utility bills to aid those most directly affected, which was among the most generous deferral programs in Western Canada.

The City has also focused its administrative efforts on supporting local businesses through the pandemic to provide key information and work directly with business owners to interpret how specific guidelines and legislation were applied within a bi-provincial dynamic. To serve this critical need, the Economic Recovery Task Force was struck, and through that task force, the Think Lloyd First campaign was revitalized and the e-commerce grant were conceived. A key part of Lloydminster's economic recovery has been, and continues to be, a heightened public awareness of the services provided by our local business and the important role they play in our community's sustainability.

Like most of you, our Administration and Council have been working diligently to navigate this pandemic one day at a time, weighing the effects and plotting a path to recovery. We continue to move our municipality forward on several fronts, including annexation on our western border and an aggressive slate of critical capital projects.

In 2021, we look forward to seeing the fruits of our labour on the new Lloydminster Public Library, which will open in its Lloyd Mall location later this year. We are also eagerly awaiting our new museum facility's grand opening, which will also take place later this year.

Also, in 2020, we welcomed members of the Alberta Law Enforcement Response Team, which focuses on enforcement relating to drug trafficking, illegal weapons and organized crime.

While 2020 has tested us in many different ways, history has shown that individuals, communities and countries are defined by how they respond to adversity. Just as the generations before us struggled and emerged through the world wars and the Great Depression, we too shall overcome this test, rising stronger and more united than ever before.

Thank you to our courageous residents, businesses and City workers who have demonstrated exceptional grit and resilience this past year.

May we continue to be each other's strength until this battle is truly won.

Dion Pollard
CITY MANAGER

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 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 coordinating 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. 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 worked with other municipalities and senior levels of government. By bringing 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.

RESOURCES

City of Lloydminster
www.Lloydminster.ca/COVID-19

Government of Saskatchewan
www.Saskatchewan.ca/COVID19

Saskatchewan Health Authority
www.SaskHealthAuthority.ca

World Health Organization
www.who.int

Centers for Disease Control and Prevention
www.cdc.gov

2020 COVID-19 TIMELINE

For more information, visit:

[Saskatchewan.ca/re-open](https://saskatchewan.ca/re-open)
[Lloydminster.ca/COVID-19](https://lloydminster.ca/COVID-19)



GOVERNANCE

The Office of the City Clerk ensures proper legislative process is followed and is responsible for:

- Legislative Services
- Council Meetings
- Policy Management
- Legal Services
- Procurement
- Insurance
- Records Management

2020 CIVIC ELECTION

Legislative Services administered the 2020 civic election on November 9, where electors could vote for city councillors and board trustees for the Lloydminster Public School Division No. 99.

Pursuant to Section 77 of the *Local Elections Act, 2015*, the seats for Mayor of Lloydminster and board trustees for the Lloydminster Catholic School Division No. 89 were duly elected.

Planning and delivering an election during a pandemic created some challenges; however, proper planning with additional safety measures, multiple advance polling opportunities and offering mail-in ballots made for a successful and safe election day.

The 2020 election was the first time Lloydminster residents could vote by mail. Twenty-one packages were requested, of which 20 were returned before the deadline.

HISTORICAL DATA

	Votes Cast	Voters	Turnout
2020	22,572	3,035	15%
2016	42,420	6,085	30%



GOVERNANCE

In 2020, Legislative Services continued to work collaboratively with all departments' needs while reviewing and updating current policies and processes to ensure compliance and accuracy. Some key governance documents were:

- Land Sales Policy
- Workplace Violence Harassment Prevention Policy
- Domestic Animal Bylaw
- Business Licence Bylaw
- Fire Bylaw

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

PROCUREMENT

In early 2020, Legislative Services partnered with Economic Development and Communications to host a procurement breakfast. This event included presentations from Saskatchewan and federal government levels, and the City of Lloydminster, and provided information on how tenders are produced, how to access opportunities and tips on developing proposals and submissions. This event was very well received and quickly reached maximum capacity upon opening for registration, including a waitlist. Legislative Services aims to explore future procurement-related presentations in an effort to enhance vendor education.

In April 2020, the Procurement and Purchasing Policy was updated. This document maintains transparency and consistency through quarterly reporting on procurement matters to Council in a public meeting and clarifies change orders and qualification-based procurement.

LEASING

Leasing provides the City 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 and licenses space that is not currently required for civic purposes. The City holds 90 active leases.

Leasing opportunities are available in:

- Farmland
- Bareland
- Airport terminal
- Airport hangar land
- Facility leases
- Parking stalls
- License agreements

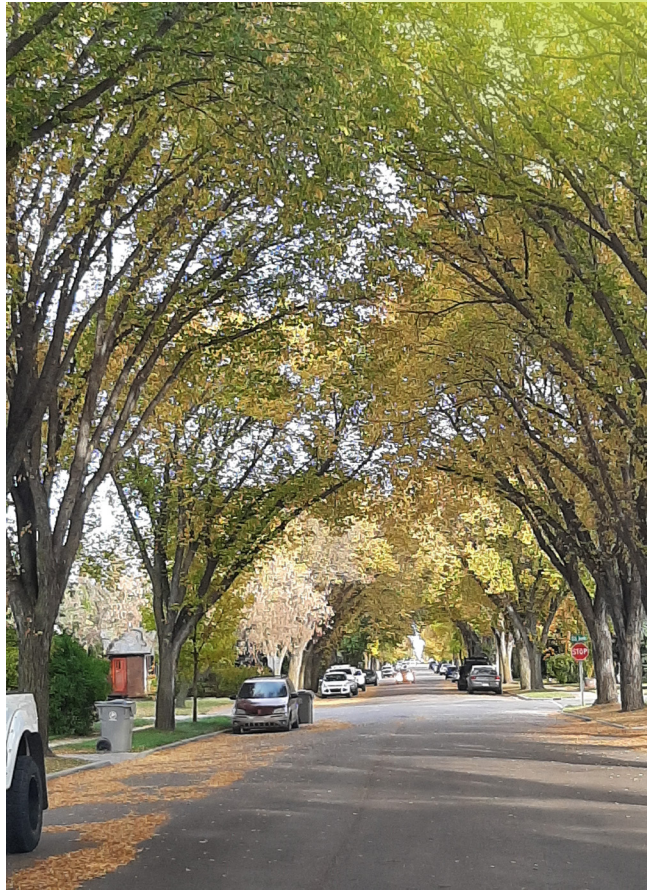


PHOTO SUBMISSIONS

Top: **Amanda Tomayer, 49 Street**

Bottom: **Daria Webb, Bud Miller Maze**

Responsible for upholding sound practices 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; and
- delivering billing and payment services to residents.

LEAN THINKING: BUSINESS LICENCE PROCESS

In July 2020, the City began a comprehensive Lean project to review the City's business licence process with the following four objectives:

- 1 Streamline and demystify the business licence process;
- 2 Demonstrate value to the customer in business licence enrolment;
- 3 Support the City's 'open for business' economic priority; and
- 4 Create a simplified and well-defined business Licence Bylaw in accordance with the Lloydminster Charter.

For five months, City departments collaborated to determine the necessary changes to reduce business and planning red tape. Thirteen significant changes were identified and incorporated into a new business licence bylaw. Additionally, an online business licence application form was launched. The new online process consolidated the required information for each department into one application form.

BUILDING RESERVES: SAVING FOR THE FUTURE

In 2019, an all-encompassing Reserves Policy was created to assist with long-term financial stability, financial planning and guarantee financial resources are available to maintain a viable and sustainable community.

In support of this objective, a commitment to funding reserves was strategically planned and included in the 2020 budget. This will become an annual practise, which will positively impact the future tax rates, the City's stability and support long-term planning.

MULTI-YEAR BUDGETING

In November 2020, Council was presented with a three-year operating budget and a five-year capital plan. The purpose of multi-year budgeting is to plan for and consider the financial implications of decision-making over the long-term. This supports City Administration and Council to maintain existing service levels while identifying and mitigating the risk of diminishing funding sources, such as federal and provincial grants.

HIGHLIGHTS

- The 2020 budget proposed a 2.5% increase to the municipal tax levy in comparison to 2019. In response to the financial hardship placed on the community due to the COVID-19 pandemic, Council eliminated the increase and further reduced the rate; effectively, the 2020 municipal tax levy was 0.86% less than 2019.
- In 2020, Council developed a Payment Option Relief Plan, which allowed utility payments to be deferred up to 6 months, and property tax payments were extended by 4 months.
- \$8.5M was budgeted for a new fire hall. The project is ongoing and expected to be substantially completed in 2021.

ASSESSMENT AND 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 that 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 residents who reside within the community, Taxation is responsible for annual tax levy collection and abides by provincial policies and procedures.

HIGHLIGHTS

- 90.9% of the 2020 tax levy was collected by penalty date
- Property tax deferrals offered to all property owners due to COVID-19
- Maintained service levels for the Pre-Authorized Debit program participants for yearly tax levy collection
- 2020 marked the first year all assessment notices were prepared in-house

INFORMATION TECHNOLOGY

The Information Technology 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

- Replaced the server and storage hardware and the enterprise backup software for the City's primary and backup computing environment.
- Migrated business department data into SharePoint, part of Microsoft Office 365, providing collaboration opportunities between staff and departments and reducing on-premise storage.
- Worked with Recreation and Cultural Services team members to implement new recreation software. This software handles the recreation facility bookings, programs and events, memberships and point-of-sale functions.
- Worked with the golf course team members to introduce modern data management of tee time bookings, Pro Shop inventory and point-of-sale functions.
- Replaced end-of-life hardware and updated software maintenance levels to remain current, enabling City staff to have access to up-to-date technology.

PARKS, RECREATION AND CULTURE



PARKS, RECREATION AND CULTURE

The City of Lloydminster facilitates healthy living through access to attractive and functional recreation spaces. Each facility and public park are inclusive spaces that 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 order, many of the City's recreation and culture facilities were closed to the public beginning mid-March.

Facilities began to reopen in late July. To mitigate the spread of COVID-19, facilities imposed capacity limits along with additional operational limitations.

Due to the pandemic, the statistics in this section are lower than the average year.

THE PARKS AND GREEN SPACE TEAM MAINTAINS:

- 35 parks
- 8 km of ski trails
- 25 playgrounds
- 87 garden plots
- 21 ball diamonds
- 1 speedskating oval
- 10,500 annual flowers
- 790 acres of green space
- 300 acres of development
- 100+ refurbished shrub beds
- 8 outdoor boarded skating surfaces
- 193 acres of green space for schools
- 6 acres of lake ice for recreational skating

HIGHLIGHTS

- Cemetery Master Plan was conducted to assess land use and trends to provide future development and use guidance.
- A new playground was purchased and installed in the Lakeside development.
- Legion Park bathroom sewer and raw water lines were repaired.
- 50+ trees removed and replanted in the various parks and green spaces at the cemetery.
- 4km of trails were raised and resurfaced with gravel, which included installing 5 culverts to improve drainage.
- 2 outdoor multi-purpose water fountains installed at Bud Miller's tennis courts, and the outdoor dog park
- 25 acres of reseeded turf grass
- 16 gate installations at various park entrances

ARCHIE MILLER ARENA

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

BY THE NUMBERS

- 10,349 participants
- 7,370 spectators
- 581 hours of booked ice time

CAPITAL PROJECTS

- Fire alarm system installation
- Built a vestibule in the plant room for additional safety

BIOCLEAN AQUATIC CENTRE

Featuring a six lane, 25-metre pool complete with a 45-metre slide and wave pool, the Bioclean Aquatic Centre provides a safe, family-friendly atmosphere that includes public swimming, swimming lessons, day camps, birthday parties, educational programs and water aerobics.

BY THE NUMBERS

- 1,133 swimming lesson participants
- 18,138 drop-in visitors
- 70 birthday parties

BUD MILLER ALL SEASONS PARK

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

BY THE NUMBERS

- 87 garden plots
- 79 picnic shelter and area bookings
- 540 sq. m spray park
- 200-plus seat Amphitheatre

CAPITAL PROJECTS

- Relocated the entrance crosswalk
- Renovated the picnic shelter
- Custom bike track constructed

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

- 17,596 participants
- 13,066 spectators
- 1,560 hours of booked ice time
- 67 games elite hockey games hosted

CAPITAL PROJECTS

- New ice resurfacer
- Upgraded facility boilers

LLOYDMINSTER CULTURAL AND SCIENCE CENTRE AND REGIONAL ARCHIVES

The Lloydminster Cultural & Science Centre (LCSC) has been the community hub for art, culture and history. With over 35,000 artifacts and historical objects in the collection, the LCSC showcased local history and art through permanent and temporary exhibitions and displays. The LCSC offered education programs, gallery tours, art workshops and numerous cultural events throughout the year.

In January 2020, the City of Lloydminster assumed the Lloydminster Regional Archives' operations, acquiring and preserving Lloydminster and the region's documentary history. The Archives are accessible to any researcher wishing to know more about genealogy, local history, or academic research.

RELOCATION

The LCSC was deemed near its end-of-life in 2019 due to structural and HVAC issues. It was subsequently closed due to the COVID-19 pandemic in June 2020. The City found an alternative location at 4207 44 Street. A relocation will allow the LCSC to reinvent the galleries with an emphasis on showcasing its robust heritage collection and provide a space for temporary displays that will alternate throughout the year.

BY THE NUMBERS

- 3,657 linear metres of archival documents
- 35,000 artifacts representing pioneer history, agriculture, oil industry and local individuals
- 2,417 artifacts accessioned and catalogued

LLOYDMINSTER GOLF & CURLING CENTRE

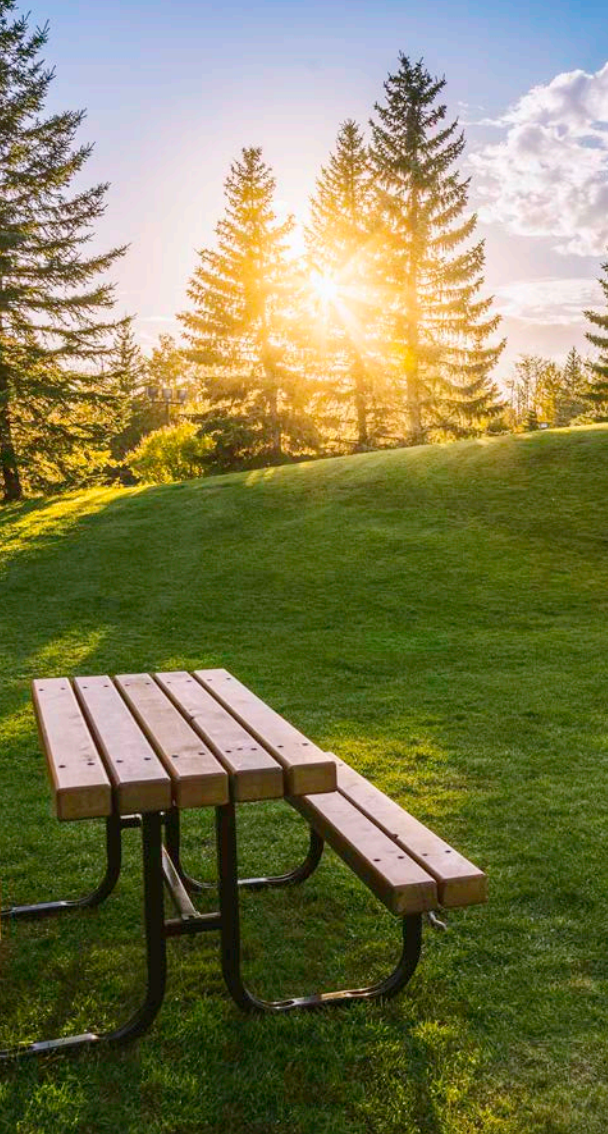
Home to one of the top golf courses in Saskatchewan, the Lloydminster Golf and Curling Centre offers an 18-hole public golf course, driving range and an eight-sheet curling rink. The facility also has squash and racquetball courts along with a fully licensed kitchen and lounge.

BY THE NUMBERS

- 21 golf tournaments
- 19,262 rounds of golf
- 263 memberships sold

CAPITAL PROJECTS

- Upgraded dining sound system
- Completed Phase 2 of the irrigation system upgrade
- Purchased 15 new golf carts
- Pond bank restoration, improving golfer and staff safety
- Purchased new greens mower and fine cut rough mower
- New online tee time booking software



RUSS ROBERTSON ARENA

Available for bookings year-round, the Russ Robertson Arena is perfect for hockey, lacrosse, ball hockey and figure skating.

BY THE NUMBERS

- 15,255 participants
- 12,648 spectators
- 1,159 hours of booked ice time

SERVUS SPORTS CENTRE

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

BY THE NUMBERS

- 26,128 arena participants
- 11,833 arena spectators
- 7,531 drop-ins
- 2,661 gym memberships
- 15,066 field house participants
- 4,202 field house spectators

CAPITAL PROJECTS

- Roof replacement
- Fitness centre turnstiles

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.

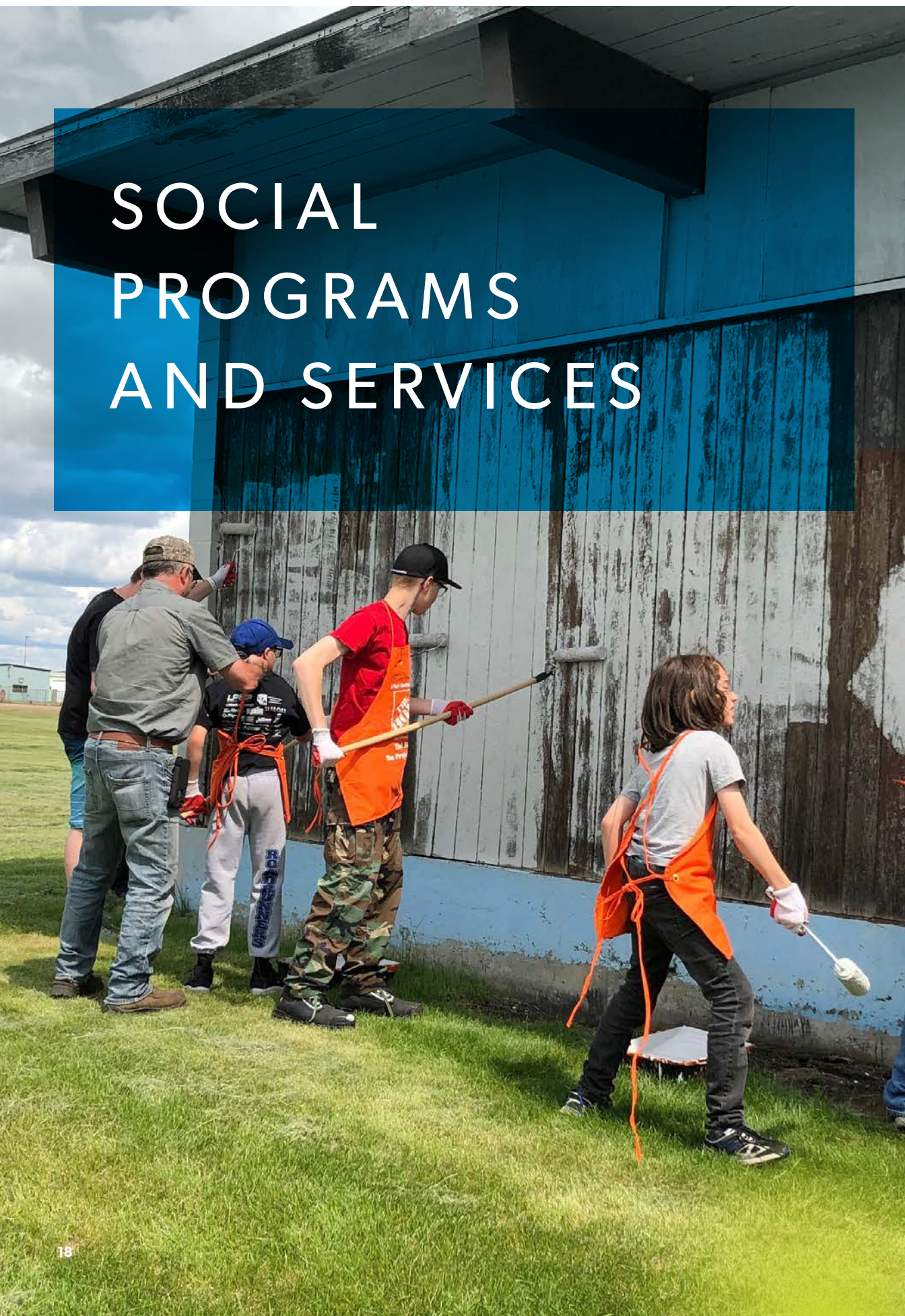
PROGRAMMING AVAILABLE

- Birthday parties
- Camps
- Courses and classes
- Family activities
- Fitness and wellness
- Lessons

BY THE NUMBERS

- 109 programs
- 977 participants | 301 grant-funded participants

SOCIAL PROGRAMS AND SERVICES



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

- 18 FCSS grants distributed totalling \$420,000
- 16 Saskatchewan Lotteries Program totalling \$81,414
- 4 Lloydminster Tobacco Reduction Grants totalling \$27,600
- 1 Transportation Assistance for People with Disabilities Grant totalling \$16,804

GOVERNMENT OF ALBERTA COVID-19 FUNDING FOR NON-PROFITS

The Alberta government announced emergency funding to charities, not-for-profits and civil society organizations to support their COVID-19 response. City Administration and the Community Services Advisory Committee assisted the province by providing intake and review of applications for the Lloydminster area. \$133,519 was invested in local non-profit organizations because of this funding.

CITIZENSHIP CEREMONIES

In collaboration with Catholic Social Services, three citizenship ceremonies were hosted in Lloydminster, allowing Lloydminster and surrounding area residents an opportunity to be complete their citizenship ceremony in the comfort of their home community.

BY THE NUMBERS

- 383 new citizens were celebrated.

NEIGHBOURHOOD RINK PROGRAM

The neighbourhood rink program is a great way to promote physical activity and connection in your community.

BY THE NUMBERS

- 6 permits approved.

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 2020, the department answered 195 requests for information about community resources.



YOUTH GRAFFITI CLEANUP

The Youth Graffiti Cleanup program received the Award of Excellence for its involvement in strengthening ties between youth and community groups while addressing local social needs.

On behalf of the FCSSAA, President Karen Rosvold presented the award to the Lloydminster Community Youth Centre, Lloydminster Home Depot, ART SOUL LIFE Creative Studio and FCSS Lloydminster during the Monday, November 30, Council meeting.

The Youth Graffiti Cleanup has celebrated five years in Lloydminster — a total of 67 properties have been cleaned up and three community murals have been created since implementation in 2016.

SENIORS TAXI PROGRAM

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

To address the closure of some vendor sites due to COVID-19, four new locations were added to the program in 2020, bringing the total number to 11 locations. To view the current list, visit www.lloydminster.ca/seniorstaxi.

WORKSHOPS AND EVENTS

Working in collaboration with community partners, the Social Programs and Services department supported eight events and workshops, ranging from Parenting During A Crisis with Dr. Jody Carrington, Resilient Aging, Overcoming Loss During COVID-19 and many others.

BY THE NUMBERS

- 2,223 participants
- 2 in-person events / workshops
- 6 virtual events / workshops

EMERGENCY SERVICES



EMERGENCY SERVICES

LLOYDMINSTER FIRE SERVICES

Through the protection of life, property, and the environment, the Lloydminster Fire Services aims to improve livability in the Border City. Every day, the Fire Services team strives to honour the history and build the future by providing professional and dedicated emergency service to the community 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.

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

CAPITAL PROJECTS AND PURCHASES

- Council approval and planning for the construction of a new Station No. 1
- Purchased a specialized fire truck for wildland-urban emergency responses
- Switched to Alberta First Responder Radio Communication System (AFRCS) radios

HIGHLIGHTS

- 10 firefighters completed training and certification process.
- Welcomed regional fire departments for 3 days of live-fire training at Lakeland College's Emergency Training Centre in Vermilion, Alta.
- Hosted a Wildland-Urban Interface course for regional fire departments.

BY THE NUMBERS

- 650 calls for service

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.

BY THE NUMBERS (2019-20 ACADEMIC YEAR)

- Guidance provided to over 1,100 students
- School zones patrolled 150 times by an SRO, excluding regular patrol officers

NOTABLE EVENTS

- SROs completed numerous presentations on topics such as cyberbullying and cannabis awareness.
- Members organized and participated in the second annual charity basketball game with the Holy Rosary Raiders.
- 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; and
- 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 and more 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 manages land use and development through statutory and non-statutory planning documents, including the City's Municipal Development Plan, area structure plans, the Land Use Bylaw and other planning legislation.

BY THE NUMBERS

2020 Building and Development Information

- 149 building permits issued
- \$22,079,877 construction value
- 28 new dwellings

Development Permits

- 327 Development Permits
- 94 Sign Permits

Other By The Numbers

- 41 property file search or review
- 35 compliance letters
- 13 removal/demolition permits
- 2 approved area structure plans
- 1 Downtown Area Development Plan

MAJOR PROJECTS

Downtown Area Redevelopment Plan (DARP)

The DARP is both a mandate and a 15-year roadmap for the redevelopment of the city's downtown. Its collective vision emerged from many voices, and its approach is shaped by the passion, knowledge and experience of the committed residents of Lloydminster.

Martin Browne Area Redevelopment Plan (MBARP)

Approved in 2020, the MBARP will guide the redevelopment of the former Martin Browne School site (4812 56 Avenue) and the surrounding public amenity area (4715 57 Avenue). This area comprises approximately 4.1 hectares and is located within the established neighbourhood of West Lloydminster.

Some of the major influences on the site redevelopment include:

1. The lack of alternative community parks available in this neighbourhood
2. The need to consider and incorporate existing buildings and natural features
3. Residential context of surrounding development
4. Transportation limitations

The MBARP has been prepared to clarify and guide municipal decisions concerning the future redevelopment of the former Martin Browne School site and surrounding areas.

Northeast Area Structure Plan

The Northeast Area Structure Plan (NEASP) provides a framework for a vibrant and healthy mixed-use community that will respond to current market trends and achieve the City's planning objectives for new growth opportunities.

The NEASP intends to establish a clear vision and objectives to guide future development within the plan area comprised of approximately 1,260 acres.

A long-term policy, the NEASP document that promotes a vision for development within the plan area and provides guiding principles and policies that work towards achieving that vision over time.

PHOTO SUBMISSION

Left: Michelle Wilkes, 27 Street trail

ENGINEERING

Responsible for the assessment, design, construction and implementation of municipal system upgrades, the Engineering department is also responsible for the new development of 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.

MAJOR PROJECTS

SANITARY MAIN REPLACEMENT

2020 saw Phase 2 of the four-phase Sanitary Main Replacement program to alleviate surcharging along the 36 Street sanitary trunk line.

BY THE NUMBERS

- 335.5m sanitary sewer replacement
- 316m water main replacement
- 151.2m storm main replacement
- 3,736m² asphalt overlay
- 25 service reconnections

2020 WATER AND SEWER REPLACEMENT PROGRAM

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

BY THE NUMBERS

- 215.1m water main replacement
- 170.5m sanitary sewer replacement
- 36.2m storm sewer replacement
- 2,800m² asphalt overlay
- 8 service connections

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 improve pedestrian and vehicle movement and targeted safety concerns by constructing walking trails, implementing crosswalks and enhancing pedestrian-crossing visibility.

BY THE NUMBERS

- 18,489m² asphalt overlay
- 1,499m² asphalt walking trail
- 97m rehabilitated sidewalk

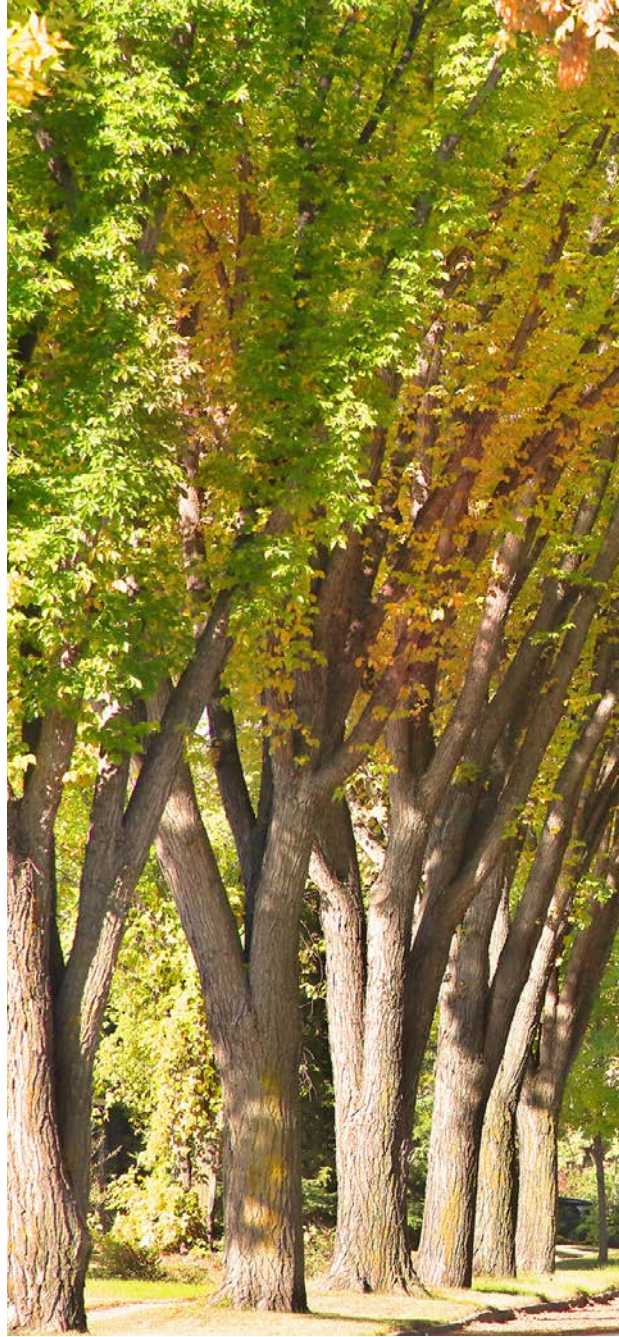


PHOTO SUBMISSIONS

Top: **Daria Webb, 46 Street**

Bottom Left: **Cathee**

Bottom Right: **Laurie Hill-Costello, Lion's Park**



SAFETY



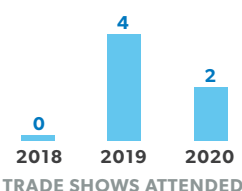
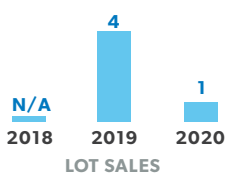
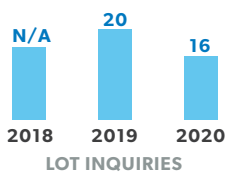
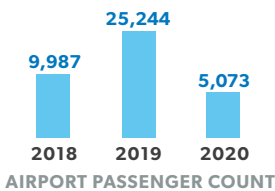
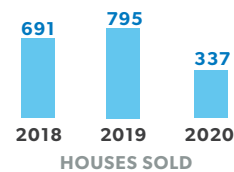
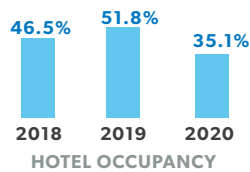
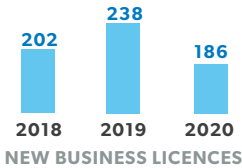
In November, the City of Lloydminster received its Certificate of Recognition (COR) from the 2020 Alberta Municipal Health and Safety Association (AMHSA) External Health and Safety Audit. This accomplishment, led by the Safety department, has been six years in the making and was realized thanks to a great deal of perseverance.

COR certification confirms an employer's health and safety management system was evaluated by a certified auditor and meets provincial standards. These standards are established by Occupational Health and Safety (OHS). An organizational milestone of this magnitude affirms the City's commitment to a genuine safety culture.



ECONOMIC DEVELOPMENT

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



COVID-19 RESPONSE

The Economic Recovery Task Force was launched to develop an action plan 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.

HIGHLIGHTS

- A business tool kit was developed as an online portal to easily access municipal, provincial and federal supports.
- The City made it a priority to enhance communications with local businesses during the impending challenges of the pandemic.

BUSINESS SURVEY

The annual business survey identified the needs of existing and future businesses and provided guidance and directions for future growth. Despite the pandemic's challenges, ratings of Lloydminster as a place to do business remain mostly unchanged from 2019. Decision-makers for large businesses provide higher satisfaction ratings in 2020:

- 97% of companies are satisfied with the support they receive from residents and other businesses
- Over 31% of business decision-makers reported plans to expand within the next two years.

To view the survey results, visit

www.YourVoiceLloyd.ca/YCYB.

E-COMMERCE GRANT

City Council approved City Administration's request to reallocate \$20,000 from the 2020 Operational Budget for the e-Commerce Grant to assist local businesses in the online transition.

Lloydminster small businesses (<50 employees) were eligible to receive up to \$500 to help offset financial costs accrued during the pandemic. Eligible services included, but were not limited to:

- Logistics and shipping
- E-commerce and web development
- Marketing and promotion of online presence
- Cybersecurity

THINK LLOYD FIRST

Through the Economic Recovery Task Force and recognized within the 2020 business survey results, the need for a support local program was established.

Think Lloyd First (TLF) 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

- TLF mention on social media by Alberta's and Saskatchewan's premiers
- Over 3,000 hashtag uses: #LloydFirst, #ThinkLloydFirst, #ThinkLloyd
- \$8,000 raised for the Olive Tree through the Think Lloyd First Wayside Dental Centre Curated Holiday Collection gift boxes



DISCOVER LLOYDMINSTER

Each year, Discover Lloydminster distributes 7,000 copies of the *Local and Travellers Guide to Canada's Only Border City*. The partnership is committed to fostering and marketing businesses and experiences that depend on revenues from the tourism industry.

HIGHLIGHTS

- Rediscover Lloydminster campaign was launched to market the community while adhering to COVID-19 travel restrictions
- 12,000 plus unique views at www.DiscoverLloydminster.ca

LLOYDMINSTER REGIONAL AIRPORT MASTER PLAN

In 2018, the City established a three-year Economic Development Strategic Plan, which outlines the need to achieve optimal use of the Lloydminster Airport through aspects such as pursuing regional partnerships, capitalizing on commercial opportunities, encouraging development within and around, the facility and much more. To better align these strategies with implementation goals, the City of Lloydminster, in partnership with the County of Vermilion River, contracted HM Aero to develop a 25-year Airport Master Plan for the facility and surrounding lands.

The health and composition of a regional economy is also an important determinant for air travel demand. The strength of the regional economy can help understand the propensity of business travellers to make use of air services in the community; in periods of economic downturn, for example, corporations may be less inclined to incur staff travel costs. Further, an understanding of the regional economic composition can help make long-term forecasts of airport demand as a function of expected trends in given sectors. Council accepted the Lloydminster Regional Airport Master Plan in June 2020.

TRANSLOAD FEASIBILITY STUDY

The transload study identified challenges and shortcomings to the local business logistics network and provided recommendations to address them. Identifying the County of Vermilion River No.24 and the Rural Municipality of Britannia No.502 as key stakeholders, the City collaborated with its regional neighbours to improve the regional business environment and expand its existing transportation network. Although a transload facility was deemed economically unfeasible at this time, the availability of industrial sites close to the rail lines remains a future opportunity for the City of Lloydminster and the region.

ROADS AND TRANSPORTATION

Transportation Services is a multifunctional team consisting of three departments that provide key services to the community. They 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; and
- road surface drainage.

BY THE NUMBERS

- 3,000m sand
- 303 tonnes salt
- 9 barrels road repair
- 69+ hot patches
- 64+ concrete repairs
- 6,650m spring sweeping
- 75+ tonnes quick patch repair
- 233,060 tonnes snow removed during residential snow removals

FLEET SERVICES

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

NEW EQUIPMENT

- 2 tandem plow trucks
- 1 ice resurfer
- 6 half-ton trucks
- 3 three-quarter ton trucks

LLOYDMINSTER AIRPORT & SERVICES

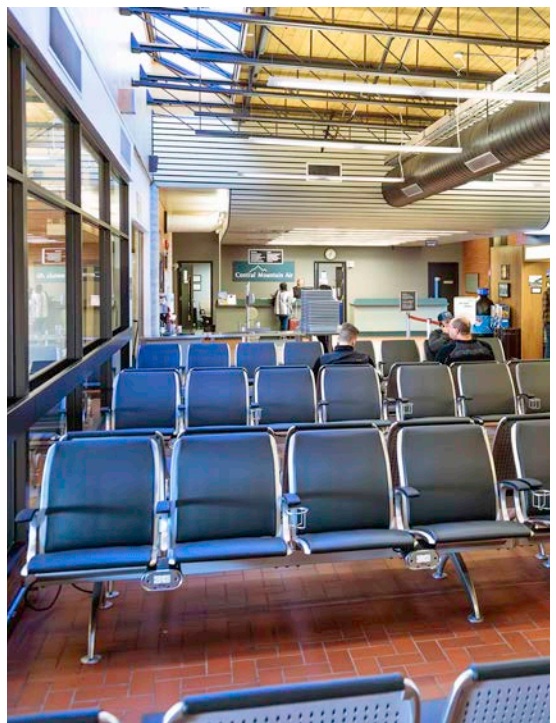
The Transport Canada Liaison coordinates compliance with rules and regulations through a continuous program of comprehensive monitoring, inspections and audits. Through safe program management, the Lloydminster Airport provides users with a safe and enjoyable travel experience.

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

- buildings;
- runway;
- taxiways;
- facility green spaces; and
- continuing to upgrade taxi services.

BY THE NUMBERS

- 10,700 air traffic
- 5,073 scheduled flight passengers
- 1,451 charter aircraft passengers
- 196 air ambulance



WASTE SERVICES

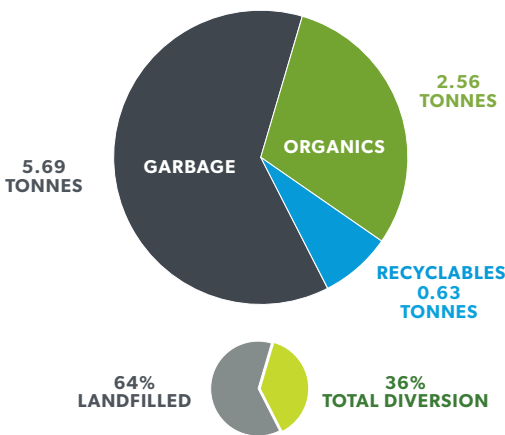
Waste Services provides essential services of solid waste and wastewater management for the City of Lloydminster. Waste Services is responsible for collection, transport, treatment and recovery of reusable resource from waste.

WASTE AND RECYCLING

STATISTICS

- In 2020, the City diverted 3,189 tonnes of organics and recyclables from the landfill, which resulted in a 36% diversion rate.

2020 CURBSIDE DIVERSION



- The City diverted 56.43% of recyclable materials

MAJOR PROJECTS

- Finalized procurement of a 10-year curbside collection contract with GFL Environmental Inc.
- Installation of approximately 16,000 radio frequency identification (RFID) tags on curbside collection carts to improve curbside collection services.
- The operation of the new leachate management system began in April 2020. A total of 6,729 cubic metres of leachate was transported for treatment at the Wastewater Treatment Facility.
- 2 new trucks procured for landfill operations
- Installed security cameras at the scale house, south gate and exit

WATER AND WASTEWATER

Water Services 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 staff consisting of Water Treatment Plant Operators, Distribution Operators and administrative staff dedicated to deliver 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

ACHIEVEMENTS

- Maintaining minimal water interruptions through annual maintenance and inspections of water valves and fire hydrants.
- Maintaining quick response times to customers concerns through efficient communications internal and externally.
- Continue to protect the environment and reduce non-revenue water loss through effective water loss program.

BY THE NUMBERS

- 170 water meters replaced
- 949 semi-annual fire hydrant inspections
- 680+ water valve inspections
- 85 curb stops repaired
- 8 water main repairs
- 5 fire hydrant replacements
- 4 water valve replacements

WATER TREATMENT PLANT

Capital upgrades to the Water Treatment Plant and facilities were completed in 2019 as new equipment, technology and practices have developed. Staff continue to identify aging equipment and implement a future capital replacement program.

REGIONAL WATER SUPPLY

The City of Lloydminster operates and maintains the Alberta Central East (ACE) Water Treatment facility and regional water supply line. The water facility, located near the airport, supplies water to neighbouring communities – Blackfoot, Kitscoty, Marwayne and Islay.

WASTEWATER COLLECTION

Sewer main cleaning helps prevent blockages and backups by removing build-up in the mains including grease, grit and sand. This important maintenance work keeps sewer mains flowing, reduces the potential for nuisance odours and helps protect property and infrastructure.

MAJOR PROJECTS

- Acquired a new sewer camera for the inflow and infiltration reduction program.
- Acquired a new sewer auger with updated features and more compact design to allow for easier access and operate more efficiently.
- Completed comprehensive water quality testing on the Neale Edmunds Complex (NEC), and continued working on the Downstream User Impact Study and Hydrologic Assessment of the NEC.

BY THE NUMBERS

- 84 – number of service augers
- 47.5 km – pipes cleaned
- 23 – camera inspections
- 20 – catch basin and sinkhole repaired
- 11 – sanitary service repaired
- 1 – sanitary mainline repaired

WASTEWATER TREATMENT

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

FEATURED PROJECTS

- Completed lagoon desludging for Cells 1 and 2
- Broke ground on the Mechanical Wastewater Treatment Facility project
- Completed replacement of the influent flow meter
- Completed upgrade of the biochemical oxygen demand incubator

BY THE NUMBERS

- 3,240,923 m³ – volume of wastewater treated
- 41 yd³ – volume of solid waste screened
- 1,119,729 kg – weight of contaminants removed from wastewater



A nighttime photograph of a city street. In the foreground, there are long, horizontal light trails from moving vehicles, creating a sense of motion. Two tall, slender, illuminated poles stand prominently on either side of the road. The background shows trees with autumn foliage and distant city lights under a dark sky. A dark green rectangular overlay is positioned in the upper half of the image, containing the title text in white.

PUBLIC ENGAGEMENT AND COMMUNICATIONS

COMMUNICATIONS

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






- 230 media releases/public notices
- 130+ interviews
- 100+ community events advertised
- 22 public engagement surveys with 1,830 contributors
- 3 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 were provided a place to find valuable information as it pertains specifically to Lloydminster.

SOCIAL MEDIA

The City uses Facebook, Instagram, Twitter, LinkedIn and YouTube as its primary social media and networking sites. Residents are encouraged to follow these channels for up-to-date information:

	<p>@CityofLloydminster @YourLCSC @ThinkLloydFirst</p>		<p>@CityofLloydminster @LloydCSC @ServusSportsCentre @BiocleanAquaticCentre @LloydArchives @LloydVotes @ThinkLloydFirst</p>
	<p>@CityofLloyd @LloydVotes</p>		
	<p>@CityofLloydminster</p>		
	<p>@CityofLloydminster</p>		

@CITYOFFLOYDMINSTER

				
8,974 FOLLOWERS + 20.8% (2019)	3,947 FOLLOWERS + 4.5% (2019)	2,161 FOLLOWERS +21.9% (2019)	623 SUBSCRIBERS +66% (2019)	532 FOLLOWERS +67.8% (2019)

LLOYDMINSTER.CA

363,774 USERS **986,184 PAGEVIEWS**
+58.4% (2019) -3.14% (2019)

YOURVOICELLOYD.CA

10,700 VISITS
+44.9% (2019)

MOST VIEWED PAGES

- COVID-19-related pages – 135,234
- Bioclean Aquatic Centre – 35,699
- Election – 35,655
- Servus Sports Centre – 25,543
- Career Opportunities – 24,295

TOP 3 SURVEYS

- Community Recreation Feasibility – 820
- LCSC Relocation – 413
- Trails and Sidewalk Master Plan – 316



PHOTO SUBMISSIONS OF BUD MILLER ALL SEASONS PARK

Top: **Michelle Wilkes**

Bottom Left: **Serena Brown**

Bottom Right: **Hilary Sehn**

Opposite Page: **Jared Latos**



MINSTER



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