



LLOYDMINSTER

LLOYD

2018 REPORT TO THE COMMUNITY



VISION

Canada's border city, a proud community with opportunity for all.

A community's vision provides a long-term picture of what the community wishes to become.

The vision also indicates what makes Lloydminster unique.

MISSION

Providing quality programs and services to the community.

A City's mission defines what the City of Lloydminster does to serve residents.

VALUES

Accountability

Dedication

Respect

Transparency

Diversity

The values expressed here are the guiding principles determining how the City – as an organization – conducts itself.



2018



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The compiling of the annual Report to the Community provides us with a great opportunity to take stock of all that has been accomplished over the past 12 months and contemplate the challenges that lay ahead. Now in our third term as your chosen Council, we are humbled and grateful for your continued support of our work to build a strong and vibrant Lloydminster.

Construction of a new wastewater treatment plant continues to be this Council's Number 1 priority and we are eager to move this project forward in 2019.

As Mayor, I have the privilege of promoting and marketing our city to all those I meet, including our rural neighbours, municipalities and others throughout both Alberta and Saskatchewan, Canada and the world. Our recent sister city agreement with Nikopol, Ukraine has opened even more doors for our city to the world and it was a thrill to tour Mayor Andriy Fisak around our community this past September.

Over the past year, City Council and Administration have been working hard to create an environment that supports growth, diversity and vitality. Through the development of our 2018-2021 Economic Development Strategic Plan, we have set clear goals to support economic prosperity for our city and our region.

Lloydminster is now directly connected to the world by air, having welcomed Westjet as a service provider in the summer of 2018. Those who are inclined to travel by motorcycle should take note that Lloydminster was recently recognized as 'Canada's Most Rider Friendly Community' in 2018.

MESSAGE FROM THE CITY MANAGER

Once again, our municipality hosted a abundance of outstanding local events for the enjoyment of residents and regional visitors. On a personal note, I still get goosebumps thinking about the Bells of Peace remembrance ceremony at the Clocktower Building this past November.

Your Mayor and Council sincerely appreciate the questions and comments many have been gracious enough to share over the past year and we look forward to continued communication and collaboration with our residents and businesses in helping make our City a great place to live, work and play.

Gerald S. Aalbers

MAYOR



Welcome to the City of Lloydminster's 2018 Report to the Community.

It was a busy and eventful year for our municipality, but it was also a year of great progress.

At a quick glance, the highlight reel includes:

- city-wide changes to our water-metering infrastructure;
- several policy additions and improvements;
- public engagement on various topics – from cannabis, to land use, to taxation;
- further improvements to our financial systems;
- launching of a new City website;
- arrival of a major airline at our municipal airport;
- hosting of several great internal and external events for the benefit of our employees and residents;
- passing a municipal budget that supported the continuation of critical community services.

Through 2018, we continued to build upon the positive cultural momentum that began with an organizational restructuring in 2017. We have also made great strides implementing many of the goals and objectives put forward in City Council's 2017-2021 Strategic Plan.

We appreciate the dedicated staff members of Team Lloydminster and every day I am heartened to witness examples of our team's energy, passion and shared desire to better this community.

Now well into 2019, we once again have our work cut out for us, but the City of Lloydminster team is eager to rise to the challenge. Our residents have high expectations for their municipality, which is great, because we also have high expectations for ourselves.

I would like to personally thank the many residents, business leaders and regional stakeholders who have taken the time to call, email or visit my office in 2018 to share their thoughts and visions for the future of our community.

It is my honour to serve this great community as your City Manager.

Dion Pollard

CITY MANAGER

GOVERNANCE

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

- Legislative Services
- Policy Management
- Legal Services
- Procurement
- Transport Canada Compliance
- Assessment and Taxation
- Public Safety
- RCMP

The legalization of cannabis in Canada was the focus in 2018, with the creation of multiple bylaws and policies to prepare for the change in federal legislation. Such documents included:

- Smoking Bylaw
- Land Use Bylaw Amendments
- Community Standards Bylaw
- Business License Bylaw
- Cannabis Fee Policy
- Substance Use Policy



In 2018, Legislative Services continued to work collaboratively with all departments to draft 27 bylaws and four policies to be brought forward to City Council for approval. Key governance documents included:

- Emergency Management Bylaw
- Traffic Bylaw
- Manufactured Homes Assessment Bylaw
- Franchise Agreement Bylaws
- Privacy Policy
- Saskatchewan Lotteries Community Grant Program Policy
- Procurement and Purchasing Policy

GOVERNANCE DOCUMENT REVIEW SUITE

Legislative Services prepared a Governance Document Review Suite at the end of 2018, which will be fully implemented in 2019. This will set guidelines and responsibilities for the creation and review of documents, ensuring that all governance documents are reviewed on a scheduled basis and do not become outdated.

34%
\$12,130,231

PROTECTIVE SERVICES
RCMP, Fire, Public Safety, Emergency Management

Through best practices, sound methodology and prudent decision-making, the Finance Department aims to reduce financial risk and enhance the City's future financial sustainability. The department's core services include:

- Developing policies and procedures to safeguard the City's assets and financial resources;
- Collaborating with other departments to optimize business processes;
- Recording, monitoring and reporting on the City's financial activities;
- Providing financial expertise internally to other departments, the City Manager and City Council;
- Delivering billing and payment services to our residents.

LONG-TERM FINANCIAL PLANNING

One of the key priorities from Council's Strategic Plan is to establish a long-term financial strategy for the City of Lloydminster. Through the development of new policies and careful investment, the City plans to transfer over \$2.2 million to an operating reserve which did not exist in prior years; these funds will contribute to reducing future costs such as removing excess snow. Other contributions to reserves include transferring \$1.7 million to a storm water reserve and \$2.3 million to a utility reserve in 2019. These funds will support replacing aging infrastructure and constructing new facilities. Establishing reserves is a proactive approach to securing the City's future financial sustainability.

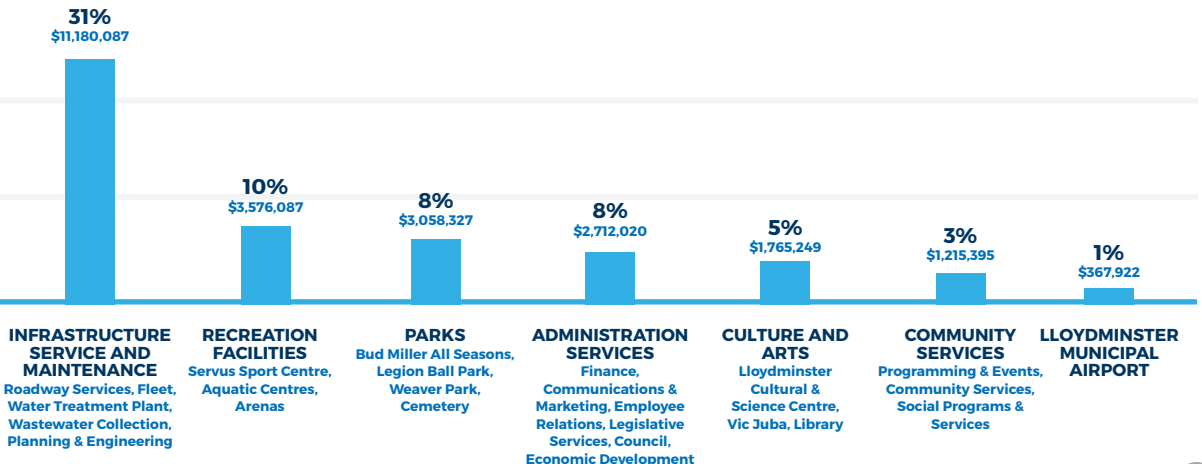
ASSET MANAGEMENT

Another component of financial sustainability relates to how the City manages the existing assets and plan to replace them in the future. The City is currently in the process of developing a policy, strategy and plan when it comes to operating, maintaining and renewing the assets.

Highlights

- The 2019 budget anticipates a modest 2.7% property tax levy to keep pace with inflation and operating costs;
- No increase in residential or commercial utility rates;
- The City expects to break ground on a new Wastewater Treatment Plant which will require an initial investment of \$9 million in 2019; the City is also seeking out grant funds from federal and provincial sources to share in the costs of this facility;
- \$6.7 million will be invested to continual improvements of our streets;
- Storm water management project worth \$5.7 million will commence this year.

YOUR DOLLARS AT WORK: 2018 BUDGETED DISTRIBUTION OF MUNICIPAL TAXES



ASSESSMENT AND TAXATION

The Assessment and Taxation department made a seamless transition from a contractor service to an in-house assessment team. This change came with more expertise, due diligence and provides better aligned service for the ratepayers of the City of Lloydminster. The 2019 Assessment Notices will be the last year for the contracted service. The City will begin to provide assessment services to our property owners in 2019.

Highlights

- Increase number of participants in the City of Lloydminster's Pre-Authorized Debit program for yearly tax levy.
- Noticeable improvement of appropriate annual and supplementary tax collection.
- Centralizing and improving efficiencies in lease agreements procedures and execution.

ASSESSMENT

Conducting assessment services in-house will provide a better level of service to City ratepayers including enhancing the response time to customer requests. Control of the assessment data will ensure the City has generated assessments that are fair and equitable to property owners. Delivering on fair and equitable assessments together while providing exceptional communication and customer service will foster positive relationships with residents and business owners. The Assessment and Taxation team will provide citizens with equal and transparent means to share the cost of civic services essential to a vibrant and growing city.

TAXES

The Taxation department provides sustainable services for the City of Lloydminster and the residents who reside within the community. The Taxation department is responsible for annual tax levy collection abides by professional policies and procedures.

LEASING

All lease agreements are executed at market value in accordance with the Lloydminster Charter, ensuring all lessees are treated fairly. Leasing provides the City of Lloydminster a window of opportunity to develop a partnership and build a working relationship with people in the community. The City of Lloydminster's Property Leasing Agent ensures all leases are fair, equitable, strives to provide a transparent agreement and recognizes the importance of the level of service this gives the community.

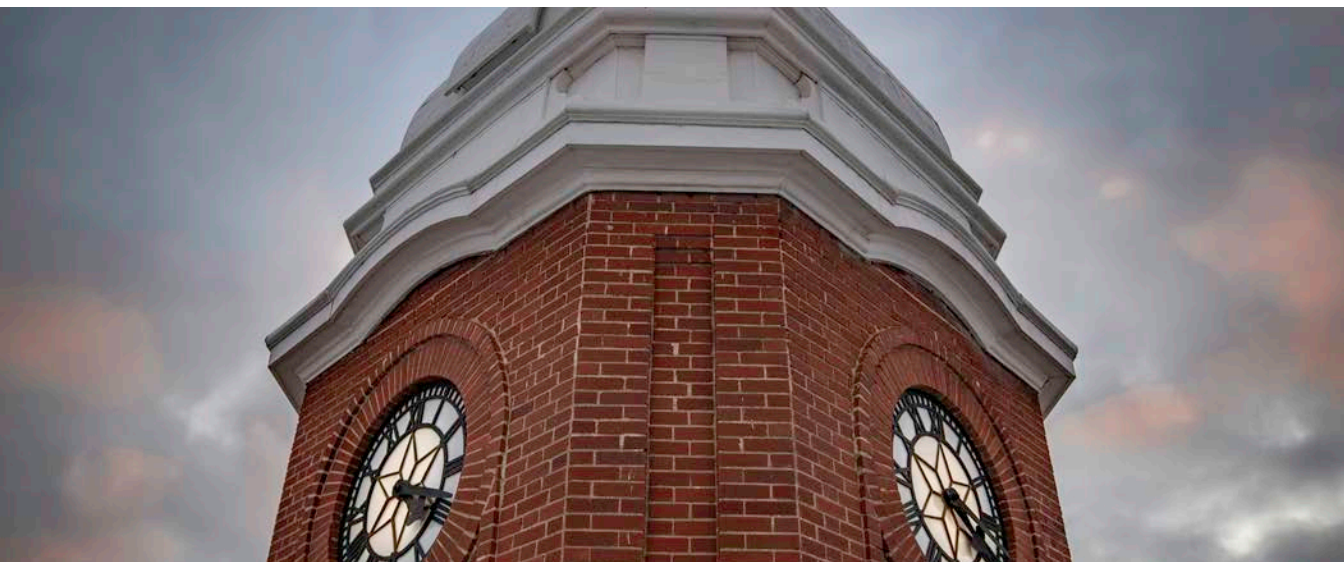


INFORMATION TECHNOLOGY

The Information Technology department architects and supports the computing environment of the City to provide technological solutions to City staff. The core functions include the desktop computing environment and peripherals, infrastructure and application servers, storage, networking and firewall devices and business applications.

Highlights

- Building on the migration to new financial/municipal and budgeting software in late 2017, Finance and Information Technology continued to enable new functionality, adjust processes and build integrations between the software products to allow for improved service and easier access to timely information.
- Enhanced the security of the Information Technology environment by replacing network firewalls and completing an external penetration test to identify and mitigate potential security vulnerabilities.
- Refreshed outdated hardware and updated software to remain current, enabling City staff to have access to up-to-date technology.
- Migrated users to Office 365, which allows staff to be more mobile and productive and have access to information on the go.





DEVELOPMENT AND GROWTH



DEVELOPMENT AND GROWTH

The Planning department manages land use and development in the City to ensure land use and development aligns with 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

194

building permits
issued

\$25,090,406

total value

38

new dwellings

465

development
permits
applications

In addition to the above, there were 50 applications for a Letter of Compliance and 52 applications for a Property File Search or Review.

BUILDING PERMIT INFORMATION

- 4 subdivision applications approved to promote infill development
- 1 subdivision application approved to develop a neighbourhood commercial site

The Engineering department is responsible for the assessment, design, construction and implementation of municipal system upgrades as well as new development of the City of Lloydminster's water, sanitary sewer, storm sewer, transportation and drainage channel infrastructure.

The Engineering department maintains and regularly updates the City of Lloydminster Master Plans, which form the baseline for system upgrades and improvements, and provides a road map for future development and expansion.

IMPROVEMENT PROGRAMS 2018

The Street Improvement Program, the Asphalt Trail Improvement Program and the Concrete Sidewalk Improvement Program all target infrastructure to improve the lifespan of the asset. These programs improved pedestrian and vehicle movement, as well as targeted safety concerns, through the construction of walking trails, turn bays, implementation of crosswalks, and enhances pedestrian-crossing visibility.

BY THE NUMBERS

33,416 m²

asphalt overlay

4

crosswalks and
turning bays

4,953 m²

asphalt walking trail

3

rectangular rapid
flashing beacons

2018 WATER AND SEWER MAIN REPLACEMENT PROGRAM

The Water and Sewer Main Replacement Program is an annual program that rehabilitates aging municipal infrastructure including water, sanitary sewer and storm sewer mains. The program typically targets areas where the lifecycle of the infrastructure has reached its useful life, water main breaks and repair numbers have reached a threshold point, or cast iron water mains require removal.

BY THE NUMBERS

589 m

water main
replacement

596 m

sanitary sewer
replacement

NEALE EDMUNDS CONTROL STRUCTURES

The Neale Edmunds Control Structure program rehabilitates the aging stormwater collection system to extend the service life of the structure. Due to the age of the structures, the culverts have started to corrode and fail. Throughout the Neale Edmunds system there are a total of five control structures.

BY THE NUMBERS

<u>2</u>	<u>110 m</u>
<i>control structures remediated</i>	<i>total length of culverts replaced</i>

2018 LANDSCAPING IMPROVEMENTS

The 2018 Landscaping Improvements Program was a program completed by the City of Lloydminster’s Land Division which aimed to complete the green spaces within two of the City’s larger subdivisions, Colonial Park East and Parkview Estates. The program was designed to provide connectivity to residents of these two neighbourhoods with multi-use asphalt concrete pavement walking trails.

BY THE NUMBERS

Colonial Park Neighbourhood:

<u>433 m</u>	<u>196</u>
<i>asphalt walking trail length</i>	<i>total trees and shrubs planted</i>

Parkview Estates Neighbourhood:

<u>789 m</u>	<u>404</u>
<i>asphalt walking trail length</i>	<i>total trees and shrubs planted</i>

LANDFILL CELL 1.3

The Landfill Cell 1.3 project was initiated to increase the existing capacity at the City of Lloydminster Municipal Landfill site located northeast of the city. During the 2018 construction season, Landfill Cell 1.3 was constructed and will be ready for use in 2019.

To accompany the expanding landfill, a leachate management pond is currently being designed and is scheduled to be constructed in early 2019.





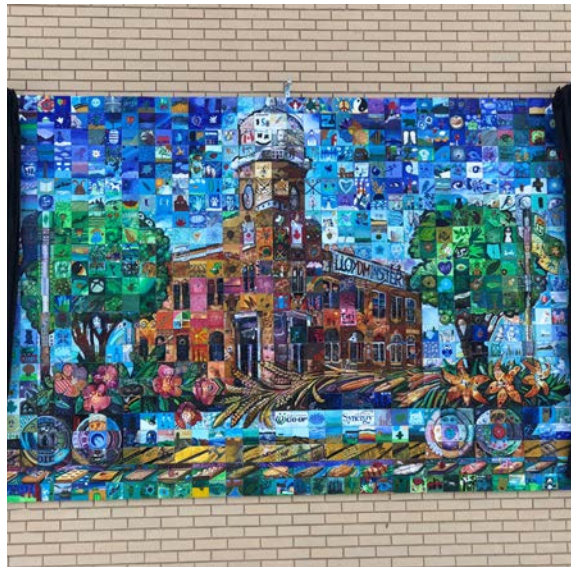
BELLS OF PEACE

The City of Lloydminster, in cooperation with the Royal Canadian Legion Branch No. 39, hosted a downtown assembly on November 11, 2018 to honour the Armistice of November 11, 1918.

Beginning at dusk (approximately 4:30 p.m.) on November 11, 2018, Lloydminster's clock tower bell rang 100 times to mark the occasion 100 years ago, when bells across Canada and around the world rang out to share the news: the Great War was over.

"100 years have passed since the Armistice and with no veterans of the First World War remaining among us, we, as a community, must continue to find ways to honour those who were lost fighting for the freedom we still enjoy today," said Mayor Gerald Aalbers.

More than 150 residents gathered downtown near the Clock Tower at 4:15 p.m. on November 11 as the bells were rung.



CANADA 150 MOSAIC MURAL

Lloydminster residents were invited to contribute to the Canada 150 Mosaic Mural project during workshops held in September. Communities in each province and territory across Canada created sections of the overall mural that will connect Canada through art. Every participating community created a section of the mural made up of 400-750 individual tiles that symbolized their community. Lloydminster's mosaic mural featured the downtown clocktower building and was later installed on the west wall of City Hall where it can be seen today.



BELLS OF PEACE | CANADA 150 MOSAIC MURAL
CITY HALL PANCAKE BREAKFAST 2018 | HERITAGE DAY PRESENTED BY LLOYDMINSTER & DISTRICT CO-OP
Opposite page: **CANADA DAY 2018 PRESENTED BY MNP**



EMERGENCY SERVICES



EMERGENCY SERVICES



LLOYDMINSTER FIRE SERVICES

Through the protection of life, property and the environment, the Lloydminster Fire Department improves the livability of everyone in the Border City. Every day the Fire Services team aspires to live their mission statement, "A professional department providing the highest level of services to the community". Current staffing consists of four full time positions supported by a paid on-call force of 40 firefighters. The team is well trained and strives to exceed industry standards.

In October 2018, Council approved an interim staffing model for the Lloydminster Fire Department. This interim model will allow the department to offer 24/7 continuous service that will allow for better service delivery to the City and its residents.

Highlights

- In November 2018, the Lloydminster Fire Department hosted its sixth-annual Rooftop Campout in support of the ALS Society of Alberta. The event raised \$24,552 in support of the ALS Society of Alberta.
- The fourth-annual "Battle of the Badges" Todd Gustavson Memorial Hockey Tournament was held at the Centennial Civic Centre. The family event welcomes the public to see emergency services personnel in a light-hearted, fun environment, all while raising money for two local charities. The winning RCMP team played for Lloydminster Public School Division Breakfast Program which received \$7,000 of the money raised. The Lloydminster Fire Department played for KidSport Lloydminster which received \$5,000 of the money raised.

BY THE NUMBERS

416

calls for service

8

firefighters were hired and began their eight-month training program

2,034

fire safety books printed and distributed to schools



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, the Lloydminster Catholic School Division, the Lloydminster Region Health Foundation and the City of Lloydminster.

BYLAW

Bylaw Enforcement Officers do not enforce criminal code offenses, but do work closely with the Lloydminster RCMP Detachment. City of Lloydminster Bylaw Enforcement Officers are responsible for:

- Traffic and parking violations
- Animals at large
- Untidy premises
- Lost and found inquiries

BY THE NUMBERS

1,035

tickets issued

354

animal enforcements

2,851

total files

1,816

calls received

186

taxi enforcements

PHOTO TRAFFIC ENFORCEMENT PROGRAM

Photo Enforcement was brought in house in 2017 and began issuing violations after a training period. It is conducted by City employees who are appointed as Peace Officers. The program has been audited by the province and is in full compliance with the provincial program.



FAMILY AND
COMMUNITY
SUPPORT
SERVICES

FAMILY AND COMMUNITY SUPPORT SERVICES

Family and Community Support Services (FCSS) connects people to social resources, supporting healthy living and positive lifestyles among Lloydminster's diverse community.

BY THE NUMBERS

23

FCSS grants distributed totalling **\$420,000**

11

Saskatchewan Lotteries Program totalling **\$67,222**

3

Lloydminster Tobacco Reduction Grants totalling **\$26,450**

1

Transportation Assistance for People with Disabilities Grant totalling **\$20,379**

INFORMATION AND REFERRAL REQUESTS

Residents are connected to services and resources in the community through the distribution of directories, brochures, posters, and one-on-one conversations. 156 requests for information about community resources were answered by our Social Programs and Services department.

NUMBER OF RESIDENTS SEEKING INFORMATION AND REFERRAL

2016	2017	2018
92	124	156

YOUTH GRAFFITI CLEAN-UP

In partnership with the Lloydminster Community Youth Centre, volunteers cleaned up properties impacted by graffiti.

2016	2017	2018
11	21	49

VOLUNTEERS	11	21	49
PROPERTIES	4	13	42

SENIORS TAXI PROGRAM

The Senior Taxi Program allows seniors 65+ to purchase one-way taxi vouchers for local travel at \$5 per trip. In 2018, 18,733 vouchers were sold.

WORKSHOPS AND EVENTS

The Social Programs and Services department hosted 15 events and workshops ranging from Understanding the Senior Brain to the National Volunteer Week Breakfast.

650+ participants

15 events and workshops





PARKS, RECREATION AND CULTURE

The City of Lloydminster facilitates healthy living through access to attractive and functional recreation spaces. Each facility and park is an inclusive space welcoming people of all ages and backgrounds to support an active community.

THE PARKS AND GREEN SPACE DEPARTMENT TEAM MAINTAINS:

- 35 parks
- 25 playgrounds
- 21 ball diamonds
- 790 acres of greenspace
- 8,500 annual flowers
- 300 acres of development area
- 193 acres of school greenspace
- 8 km of ski trails
- 6 acres of lake ice for recreational skating
- 8 outdoor boarded skating surfaces
- 1 speed skating oval

Highlights

- 2018 saw further redevelopment of Bud Miller All Seasons Park with a \$600,000 renovation of the Amphitheatre. And an additional 450 metres of scenic gravel walking trails along the drainage canal connecting Lake 2 to Bud Miller Lake.
- Continued its playground replacement program, which included introducing the 28-year-old Rotary Park playground with a new modern structure including benches and a picnic table.
- Worked with the Kin-Kinette Club and the Healthy Communities grant to get a state-of-the-art outdoor fitness gym installed at the Kinsmen Participark.
- 30-plus-year-old fencing replaced at Turvey, Rekrutiak and Anniversary Parks.
- Over a kilometre of shale trail replaced with new paved trail in Participark.
- The Lloydminster Cemetery saw the addition of 64 niche Columbaria and three new cemetery ribbons, opening up over 100 more full-size plots.
- Worked with Tree Canada and The Olive Tree to provide an Edible Tree Garden located in Minor Park.

BUILDING MAINTENANCE DEPARTMENT

The core purpose of the Building Maintenance department is to ensure City staff, tenants and residents have a safe and healthy environment in which to work and play.

Featured Projects

- Bud Miller All Seasons Park Amphitheatre rehabilitation.
- Legacy Centre washroom rehabilitation.
- PSM Park Centre door and window replacement.
- Lloydminster Golf & Curling Centre exterior cladding rehabilitation.

2,464
*work orders
completed*



SERVUS SPORTS CENTRE

Capital Projects Completed

- Fitness equipment replacement
- Ammonia system calibration equipment upgrade on the ice plant
- Building lighting improvements - LED Upgrading Initiative followed with a grant

BY THE NUMBERS

25,047

facility drop-ins

76,985

arena participants

46,265

arena spectators

6,058

number of hours of free ice time

3,915

gym memberships sold

96,318

fitness member check-ins

LLOYDMINSTER GOLF AND CURLING CENTRE

BY THE NUMBERS

25

golf tournaments

15

curling bonspiels

24,494

rounds of golf

286

memberships sold

BIOCLEAN AQUATIC CENTRE

BY THE NUMBERS

43,977

visitors

1,344

memberships

4,174

swimming lesson participants

LLOYDMINSTER CULTURAL AND SCIENCE CENTRE

Major Events

- Easter Pysanka: 485 attendees
- Heritage Day: 2,200 attendees
- Culture Days: 342 attendees
- Winter Spectacular: 444 attendees
- Jingle Bell Artisan Market: 216 attendees

Major Exhibits

- Fighting in Flanders. Gas. Mud. Memory.
- Minerals

BY THE NUMBERS

1,826

participants in programs

1,293

children enrolled in education programs

11,481

facility visitors

88

bookings





CANADA DAY PRESENTED BY MNP
WINTER SPECTACULAR PRESENTED BY WILLOW CREEK CLOTHING & COLLECTIBLES
HERITAGE DAY PRESENTED BY LLOYDMINSTER & DISTRICT CO-OP
Opposite page: **WINTERFEST PRESENTED BY RESTORATION DKI**



**BUD MILLER ALL SEASONS PARK (SPRAY PARK) & BIOCLEAR AQUATIC CENTRE
COLONIAL PARK | CENTENNIAL CIVIC CENTRE**

Opposite page: **BUD MILLER ALL SEASONS PARK**



OUTDOOR POOL

BY THE NUMBERS

98

memberships sold

283

swimming lesson participants

7,241

visitors

RUSS ROBERTSON ARENA

BY THE NUMBERS

27,106

participants

28,849

spectators

573

hours of booked ice time

111

hours of free ice time (skating, shinny, puck 'n' stick)

CENTENNIAL CIVIC CENTRE

BY THE NUMBERS

35,036

participants

40,476

spectators

1,635

hours of ice time

105

elite hockey games hosted

573

hours of free ice time (skating, shinny, puck 'n' stick)

ARCHIE MILLER ARENA

BY THE NUMBERS

17,938

participants

16,586

spectators

803

hours of ice time

100

hours of free ice time (skating, shinny, puck 'n' stick)



ECONOMY

In 2018 Council directed the renewal process of Lloydminster's Economic Development model. Through collection of key data and conversations between Council, Senior Management and external stakeholders, the City of Lloydminster's Economic Development Strategic Plan was developed.

ECONOMIC DEVELOPMENT STRATEGY VISION

Going beyond borders to secure economic opportunities.

ECONOMIC DEVELOPMENT STRATEGY MISSION

Actively deliver timely and effective information and services to attract, secure and retain business investment.

ECONOMIC DEVELOPMENT PILLARS

The City of Lloydminster is building the economic development strategy on these five pillars:

- Land division for economic development
- Business attraction
- Business retention and expansion
- Tourism, destination marketing fund and event hosting
- Business development and diversification

ECONOMIC DEVELOPMENT STRATEGY GOALS

- Generate development through land and available assets;
- Encourage business investment across key sectors;
- Maximize optimal use of the Lloydminster Airport and surrounding area;
- Improve overall attractiveness, livability and investment readiness.



lloydminster.ca/StrategicPlan

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

Roadway Services is responsible for the year-round maintenance of all roadways. All preservation of roadway assets are handled by Road Services including:

- Asphalt and gravel, including grading
- Dust control and back lane repairs
- Asphalt maintenance
- Winter snow operations
- Signs and signals repair and maintenance
- Road surface drainage

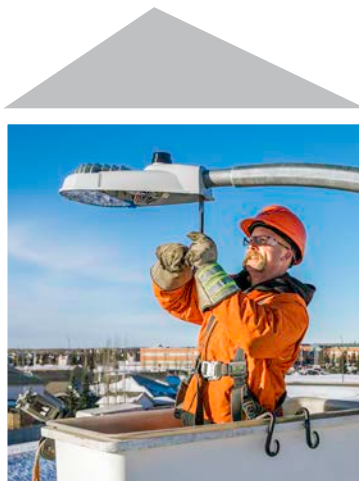
BY THE NUMBERS

<u>3,000 m</u> sand	<u>260 t</u> salt
<u>12</u> barrels of road repair product	<u>60 t</u> QPR, a pliable bulk road repair for year-round pothole patching
<u>65+</u> concrete repairs on sidewalks	<u>7,000 m</u> spring sweeping material collected
<u>87+</u> hot patch repairs	

ATCO INTELLIGENT STREET LIGHTING INITIATIVE

In 2018, ATCO Electric and the City of Lloydminster partnered in the implementation of an intelligent street lighting pilot program. The project used wireless motion-based sensors and a control system for Light Emitting Diode (LED) street lights to deliver light-on-demand. With the motion sensing technology in place, street lights dim during off-peak hours, and automatically brighten when the presence of vehicles, cyclists or pedestrians is detected. This lighting design can result in up to 80 per cent energy reduction and further reduces light pollution.

ATCO received an international award for the project from the Illuminating Engineering Society, which recognizes quality lighting installations that incorporate advanced energy-saving strategies and environmentally responsible solutions into the design.



FLEET SERVICES DEPARTMENT

The Fleet Services department is responsible for the maintenance and repair of approximately 200 pieces of equipment. Ranging from string trimmers to graders, Fleet Services concentrates on a superior maintenance program that includes internal customer service.

New equipment

- Three new street sweepers
- New landfill packer

AIRPORT SERVICES

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

- Buildings
- Runway
- Taxi ways
- All green spaces
- Continuing to upgrade the taxi services
- WestJet is now providing daily flight service, seven days per week, from the Lloydminster Airport

BY THE NUMBERS

<u>8,737</u> air traffic	<u>14,000</u> passengers
<u>237</u> air ambulance	<u>3,272</u> charters by seats in and out

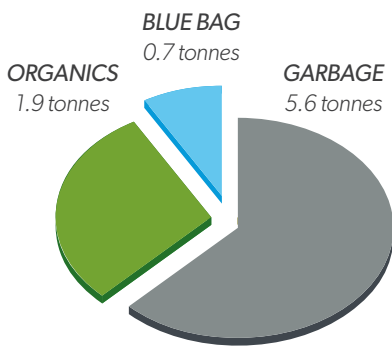
WASTE SERVICES

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

WASTE AND RECYCLING

Statistics

- In 2018, the City diverted over 2,641 tonnes of organics and recyclables from the landfill resulting in a total diversion rate of 32 per cent.



- Completed construction of a new landfill cell. Operation of Cell 1.3 is scheduled to commence in 2019.
- Purchased a new landfill compactor. The compactor is used to increase the density of the waste being landfilled, resulting in better utilization of landfill airspace and a longer landfill life.
- Engaged with students from ES Laird School's Eco Program. The students learned about the landfill, the environment and helped pick-up litter around the site.

WATER AND WASTEWATER

The Water Services department is responsible for the treated water supply system that includes intake from the North Saskatchewan River, 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 consists of Water Treatment Plant Operators, Distribution Operators and administrative staff dedicated to providing the highest standard of water quality, building strong relationships with the consumer through communication, integrity and excellent customer service.

BY THE NUMBERS

3,629,412 m³ annual consumption

9,944 m³ city average daily flow

311 litres average daily consumption /person

14,889 m³ peak daily flow

875 hydrant inspections

REGIONAL WATER SUPPLY

The City of Lloydminster signed an agreement to distribute potable water and operate the Alberta Central East (ACE) Water treatment facility, located near the Airport. This facility supplies water to the neighbouring communities of Blackfoot, Kitscoty and Marwayne.

ADVANCED METERING INFRASTRUCTURE (AMI)

Water Services initiated the AMI project in late 2017 and completed the upgrade in December 2018. The AMI project included the installation of six towers and over 10,000 radio transmitters that connect to water meters. Water consumption information is transmitted to a central location to assist with historic water usage, continuous water leaks or abnormal water consumption. The AMI system is a valuable tool for customer service, to promote water conservation and reduce high water demands on municipal infrastructure.

WASTEWATER COLLECTION

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

BY THE NUMBERS

100 km
pipes
cleaned

77
total number of
service augers

27
camera
inspections

16
total number of
service repairs

WASTEWATER TREATMENT

Featured Projects

- In 2018, the City started desludging the Wastewater Treatment Plant Lagoons. 924 dry tonnes of sludge was removed from the first half of the primary lagoon.
- A total of 403 new diffusers were installed in the primary lagoon. The desludging and the new diffusers are expected to improve treatment of wastewater.
- The Grease Beast was spotted in 13 different locations around the City. The Grease Beast is intended to educate the public on the harmful effects of putting grease down the drain. The Grease Beast attended seven community events, including the Colonial Days Parade and the Parade of lights.

BY THE NUMBERS

3,944,362 m³ 55 yd³
volume of wastewater treated volume of solid waste screened from wastewater

284,297 kg
amount of
contaminants removed
from wastewater

From left to right: **GREASE BEAST** | **PITCH-IN WEEK** | **WATER SERVICES**





PUBLIC ENGAGEMENT AND COMMUNICATION

COMMUNICATION AND PUBLIC ENGAGEMENT



The Communications department supports internal and external communication processes, including public engagement, community relations and marketing. The department prepares audience-specific strategies for a wide array of initiatives and maintains a client-focused approach in serving both community-based projects and the unique needs of City departments.

NEW-AND-IMPROVED CITY WEBSITE

The Communications department played an integral role in the development and implementation of a new City website that offered improved navigation, modern design and convenient customer-service features. The site delivered an online presence that fittingly showcased the Lloydminster community, fulfills residents' information needs and reflects the City of Lloydminster's full range of service to residents and businesses.



153,766
website users

761,674
page views



3,694 FOLLOWERS



1,463 FOLLOWERS



6,289 PAGE LIKES



230 SUBSCRIBERS

PUBLIC ENGAGEMENT

April 17 - May 4
Cannabis Survey
416 responses

April 19
Your Voice Night
90 attendees

June 22 - July 13
FCSS Social Services Roadmap Survey
106 responses

July 12
Budget Engagement and Jellybean Survey
101 participants

BUDGET ENGAGEMENT

August 20 - Sept 14
Budget Survey
508 responses

September 6
Budget Open House
Legacy Centre

September 7
Pop-up Budget Engagement Event
Servus Sports Centre

DOWNTOWN AREA REDEVELOPMENT PLAN ENGAGEMENT

September 17 - 30
Survey and lobby displays placed throughout the community
186 survey responses

September 19
Downtown Area Redevelopment Plan Open House
75 attendees

September 20
Border City Farmers Market Pop-Up

September 22
Fall Fest Pop-Up

September 24
City Hall Pop-Up

September 25
Downtown Farmers Market Pop-Up

September 27
Sip & Savour Pop-Up

September 29
Culture Days Pop-Up




**CANADA DAY PRESENTED BY MNP | CITY COUNCIL MEMBERS
 CITY HALL PANCAKE BREAKFAST 2018 | HERITAGE DAY PRESENTED BY LLOYDMINSTER & DISTRICT CO-OP
 ROOFTOP CAMP OUT | ROADS – SNOW REMOVAL**





MINISTER



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