

# LLOYD

2019 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 are the guiding principles determining how the City of Lloydminster – as an organization – conducts itself, both publicly and privately.



# 2019



- 4** MAYOR AND COUNCIL
- 4** MESSAGE FROM THE MAYOR
- 5** MESSAGE FROM THE CITY MANAGER
- 6** GOVERNANCE
- 7** FINANCE
- 8** ASSESSMENT AND TAXATION
- 9** INFORMATION TECHNOLOGY
  
- 10** PARKS, RECREATION AND CULTURE
- 16** SOCIAL PROGRAMS AND SERVICES
- 18** EMERGENCY SERVICES
- 20** DEVELOPMENT AND GROWTH
  
- 24** ECONOMIC DEVELOPMENT
- 25** ROADS AND TRANSPORTATION
- 26** WASTE SERVICES
- 26** WATER AND WASTEWATER
  
- 28** COMMUNITY ENGAGEMENT AND COMMUNICATIONS

CITY  
COUNCIL

MESSAGE  
FROM THE  
MAYOR



**Gerald Aalbers**  
MAYOR

mayor@lloydminster.ca



**Stephanie Brown-Munro**  
COUNCILLOR

sbrownmunro@lloydminster.ca



**Michael Diachuk**  
COUNCILLOR

mdiachuk@lloydminster.ca



**Jonathan Torresan**  
COUNCILLOR

jtorresan@lloydminster.ca



**Ken Baker**  
COUNCILLOR

kbaker@lloydminster.ca



**Aaron Buckingham**  
COUNCILLOR

abuckingham@lloydminster.ca



**Glenn Fagnan**  
COUNCILLOR

gfagnan@lloydminster.ca

The Report to the Community allows us to compile the many feats we, as a community and city, have accomplished within the last year. A lot happened in 2019, most of which would not have been possible without your support. On behalf of my Council colleagues, we are grateful for your ongoing support and trust as we continue to build a diverse, vibrant Lloydminster.

On many fronts, 2019 was a successful year. After two years of lobbying, I am proud to say we secured funding for a new wastewater treatment facility. In July 2019, the federal government and both provincial governments announced they would fund two-thirds of the \$80-million project. We look forward to breaking ground on the three-year build in late 2020/early 2021.

Many of you may recall we welcomed WestJet as the service provider at the Lloydminster Airport in summer 2018. After one full year of service, we are excited to see nearly 20,000 seats sold through direct-flight service to Calgary. By comparison, the six months of service in 2018 saw just shy of 9,000 seats filled.

Each year, Lloydminster plays host to several must-attend regional events, including Canada Day, Harvest Festival and Heritage Day. As an organization, we are proud to host free community events and programs such as Streetfest, Fall Fest, Winterfest and the Neighbourhood Block Party program. To spotlight a large-scale event, we will be on the provincial stage when we welcome nearly 2,000 athletes for the 2020 Saskatchewan Summer Games, which has been rescheduled to summer 2021.

On a personal note, I'd like to congratulate Councillor Ken Baker on receiving the Alberta Urban Municipalities Association (AUMA) Distinguished Service Award. Councillor Baker has served his community for over 20 years as an elected official, and 50 years as a volunteer and business person. He truly is the epitome of community.

Going into our fourth year as your elected officials, we appreciate the questions, comments and suggestions many of you have shared with us along the way. We look forward to continued communication and collaboration with our community's residents and businesses.

It is because of community members like you and our neighbours we can say Lloydminster—Canada's border city—is one of the most remarkable places to live, work and play.

**Gerald S. Aalbers**  
MAYOR



## MESSAGE FROM THE CITY MANAGER



Welcome to the City of Lloydminster's 2019 Report to the Community. Each year, our many teams and departments come together to compile a high-level summary of projects, milestones and achievements of community significance; no easy task given the hundreds of ways City staff provide service to the Lloydminster community.

We started 2019 on a high note when City Council approved a new collective agreement between the City of Lloydminster and the Canadian Union of Public Employees (CUPE), Local 1015 in mid-January.

Also, in early 2019, we began engaging our residents and businesses on the future of our downtown core, feedback that was later included in the draft Downtown Area Redevelopment Plan.

In March, our Family and Community Support Services team unveiled the now-popular Recreation Access Program (RAP), providing discounted recreation access for low-income families.

In May, we were thrilled to learn our city was named host for the 2021 Esso Cup Canadian National Female Midget AAA Hockey Championships. Unfortunately, due to COVID-19, our hosting the Esso Cup is delayed until 2022.

As the 2019 construction season commenced, we tackled some necessary water and sewer improvements, which included removal and replacement of water, sanitary and storm sewer mains at multiple locations.

In June, City Council approved a ground-breaking collective agreement between the City of Lloydminster and the International Association of Fire Fighters Local 5182 to ensure the continuation of high-quality fire services for our community.

On July 1, we celebrated Canada Day together, and even though it was bit chilly, residents packed the park for a day of great entertainment, food and activities. Later that summer, we also confirmed federal and provincial funding agreements that have allowed us to proceed with design and construction of a new, \$80-million wastewater treatment facility.

The list goes on and on, and while I can't possibly capture a year's worth of achievements in just one article, I would like to express my heartfelt thanks to the residents of Lloydminster, as well as our staff and City Council for the part you have all played in the advancement of our great community.

Through hard work, dedication and passion for our community, I look forward to what we will achieve in 2020.

**Dion Pollard**  
CITY MANAGER



## 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

## GOVERNANCE

Throughout 2019, Legislative Services worked collaboratively to meet all departments' needs, while reviewing and updating current policies and processes to ensure compliance and accuracy.

Key governance documents include:

- Council Remuneration Policy
- Records Management Policy
- Building Bylaw

Legislative Services implemented the Governance Document Review Policy to ensure a review schedule is followed, and all governance documents are updated to ensure legislative compliance.

## PROCUREMENT

The City received substantial savings through a fleet purchasing program offered by the Government of Alberta. The vehicles were procured directly from the manufacturer which enabled customizations not always available on lot vehicles.

The department has taken strides in revamping its policies, templates and guiding procedures for administration to assist with transparency and consistency. Procurement reports to Council include the important and valuable information, bringing to light the City's mission to be more transparent with taxpayers.

## INSURANCE

Legislative Services worked with multiple internal departments to streamline the event booking process which will utilize the City's Local Community Insurance Program to provide coverage for individual users. This new process simplifies the steps for users, expedites the approval process and eliminates the need to purchase additional insurance.

## FINANCE

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 our residents.

## STRONG FINANCIAL POLICIES

In 2019, the Finance department delivered several new policies in support of Council’s strategic priority—maintaining updated governance policies, to ensure the City can plan for future capital and operating investments with financial security.

The Investment Policy was established to ensure public funds are invested prudently and generate sustainable investment income in support of City operations.

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.

Other notable policies include the Business Travel and Expense Policy, which guides Administration in claims for reimbursement and a Non-Profit Operating Grant Policy in support of a fair and transparent process of grant applications.

## LONG-TERM FINANCIAL PLANNING

Facing the challenge of diminishing funding sources, the Finance Department embarked on a mission to mitigate the long-term impact. They led a budget and planning process that maintained existing service levels with a watchful eye on the consequences to ratepayers. To be further refined in 2020, the foundation of a three-year operating budget and 10-year capital budget are in the draft stage. Capital prioritization factors have been established and will be used to support the 2021 budgeting process and address the City’s infrastructure deficit.

## CONTINUOUS IMPROVEMENT

Finance evaluates its business and administrative processes constantly with the primary goal of generating more value for the community. Finance has substantially reduced the time involved in the accounts receivable process and strengthened cash-handling procedures.

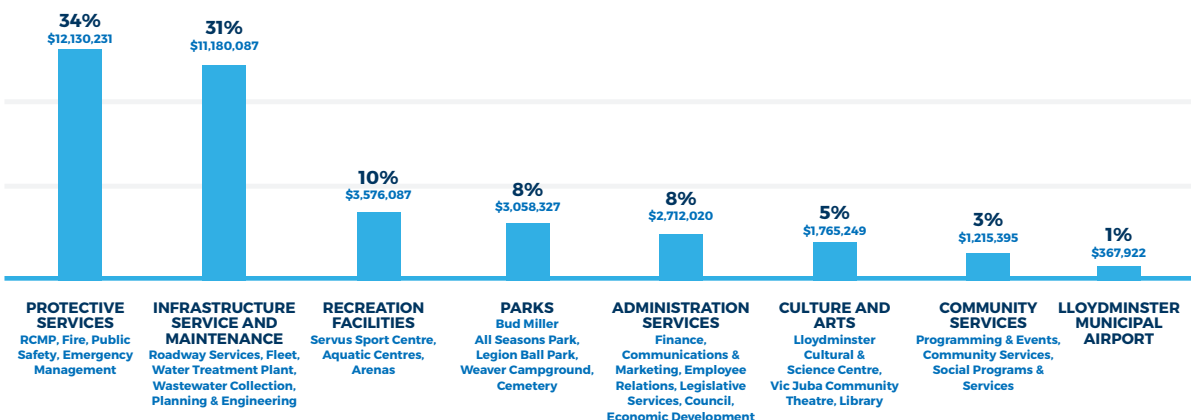
## HIGHLIGHTS

- The 2019 budget proposed a 2.5% increase to the municipal tax levy to keep pace with inflationary costs, maintain service levels and contribute a modest amount towards important operational and capital reserves.
- Council worked with stakeholders on how best to proceed with a list of potential future capital projects totalling \$10.4 million.
- The construction of the wastewater treatment facility is estimated at \$81.5 million. The City will receive funding from the federal and both provincial governments. The City will contribute \$32.5 million.



## YOUR DOLLARS AT WORK:

### 2019 BUDGETED DISTRIBUTION OF MUNICIPAL TAXES



## ASSESSMENT AND TAXATION

Assessment and Taxation made a seamless transition from contracted services to an in-house assessment team, which provides better-aligned service for the ratepayers of Lloydminster. The 2020 calendar year will mark the first time all assessment notices are prepared in-house. The City began the in-house Assessment Roll process in 2019.

### HIGHLIGHTS

- 10% increase in the Pre-Authorized Debit program participants for yearly tax levy collection.
- 89.5% of the 2019 tax levy was collected by the due date.
- Centralized and improved efficiencies in lease agreements procedures and execution.
- Property Tax Penalty and Property Tax Payment Instalments Bylaws

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

### LEASING

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







## 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

- Rolled out additional Office 365 features to City staff, including OneDrive, SharePoint Online and Microsoft Teams. These applications provide excellent opportunities for collaboration between staff and departments and reduce storage.
- Enhanced the security of the Information Technology environment by enabling additional security features in Office 365, reviewing and adjusting internal processes and completing external testing to identify and mitigate potential security vulnerabilities.
- Replaced end-of-life hardware and updated software maintenance levels to remain current, enabling City staff to have access to up-to-date technology.
- Assisted Public Safety to establish a secondary 911 call centre, which would be used in the event of an evacuation of the primary call centre.
- Researched and determined a replacement software product for the current recreation booking software.





# 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 welcomes people of all ages, backgrounds and abilities to support an active community.

### THE PARKS AND GREEN SPACE TEAM MAINTAINS:

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

### HIGHLIGHTS

- Continued the Playground Rehabilitation/ Replacement program, which included introducing 10 swing bays (20 swings total) at Colonial Park, together with benches and a picnic table.
- The downtown core saw 70 new hanging baskets and brackets installed.
- 2019 saw further redevelopment of Bud Miller All Seasons Park with the completion of landscaping at the Amphitheatre before the Canada Day festivities. Over 700 metres of gravel trails were built up and reconditioned. A third beach volleyball court was installed.
- Constructed two new ribbons; adding an additional 64 full-sized plots to the Lloydminster Cemetery.
- Replaced picnic tables at 57 camp sites within Weaver Park Campground.
- Over 400 trees and shrubs planted throughout the city of various sizes and varieties.





## 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

- 14,624 participants
- 13,804 spectators
- 870 hours of booked ice time
- 94 hours of free ice time (skating, puck 'n' stick)

### CAPITAL PROJECTS

- Replaced the control panel for the ice plant
- Connected the rink parking lot with the Outdoor Pool for a larger parking area
- New cement pads for entrance and west emergency exit
- Replaced overhead doors

## 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 and water aerobics.

### BY THE NUMBERS

- 56 school bookings
- 202 birthday parties
- 38,786 visitors
- 1,197 memberships
- 460 event participants
- 6,825 swimming lesson participants

## BUD MILLER ALL SEASONS PARK

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

### BY THE NUMBERS

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

### CAPITAL PROJECTS

- Reopened the Amphitheatre after renovations in 2018

## 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

- 33,132 participants
- 38,803 spectators
- 2,362 hours of booked ice time
- 213 hours of free ice time (skating, puck 'n' stick)
- 102 games elite hockey games hosted

### CAPITAL PROJECTS

- Upgraded dehumidifiers
- Replaced the flooring in the concessions
- Upgraded speakers in auditorium

## LLOYDMINSTER OUTDOOR POOL

Three metres deep, 25 metres in length and featuring two waterslides — the Outdoor Pool is a great way to beat the heat during the summer.

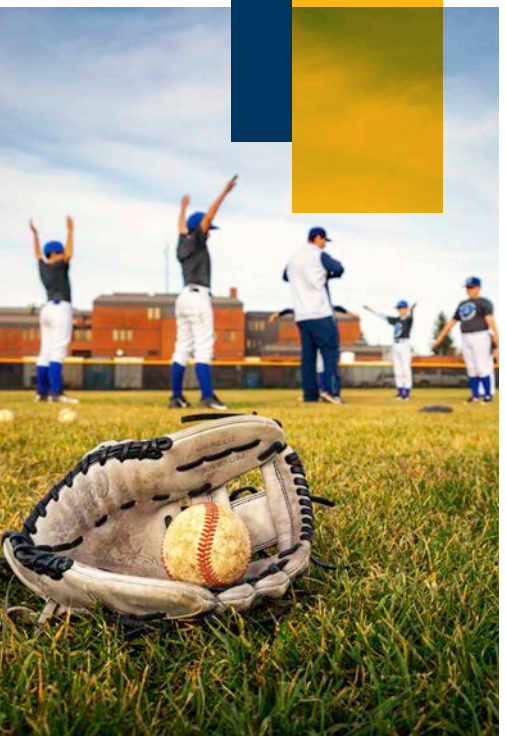
### BY THE NUMBERS

- 5 school bookings
- 5,380 visitors
- 75 memberships
- 66 event participants
- 481 swimming lesson participants



Top: **BIOCLEAN AQUATIC CENTRE**  
Bottom Left: **CENTENNIAL CIVIC CENTRE**  
Bottom Right: **VOLUNTEERS**





Top: **BUD MILLER ALL SEASONS PARK**  
Bottom Left: **LEGION BALL PARK**  
Bottom Right: **BUD MILLER ALL SEASONS PARK**



## LLOYDMINSTER CULTURAL & SCIENCE CENTRE

A hub for art, culture and history in the community, the Lloydminster Cultural and Science Centre is home of the Imhoff Art Gallery, Fuchs Wildlife Exhibit and the OTS Heavy Oil Science Centre.

### BY THE NUMBERS

- 13,861 facility visitors
- 3,307 students, teachers and chaperones

### CAPITAL PROJECTS

- Staff overhauled the artifact warehouse, allowing better access and easy retrieval for circulation of heritage displays and exhibitions

### MAJOR EVENTS

- Easter Pysanka: 364 attendees
- Heritage Day: 2,800 attendees
- Culture Day: 172 attendees
- Winter Spectacular: 520 attendees
- Jingle Bell Artisan Market: 213 attendees

### MAJOR EXHIBITS

- From Vimy to Juno
- We Were Taught Differently
- World War Women
- Strengthening Your Path: An LPSD Partnership

## 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
- 23,391 rounds of golf
- 285 memberships sold
- 15 trees planted

### CAPITAL PROJECTS

- Completed Phase 1 the irrigation system main line
- Renovated the exterior
- Ammonia plant renovation and detection system upgrade
- 2 pond aerators installed
- Exterior renovation

## 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

- 28,069 participants
- 26,042 spectators
- 1,389 hours of booked ice time
- 75 hours of free ice time (skating, puck 'n' stick)

### CAPITAL PROJECTS

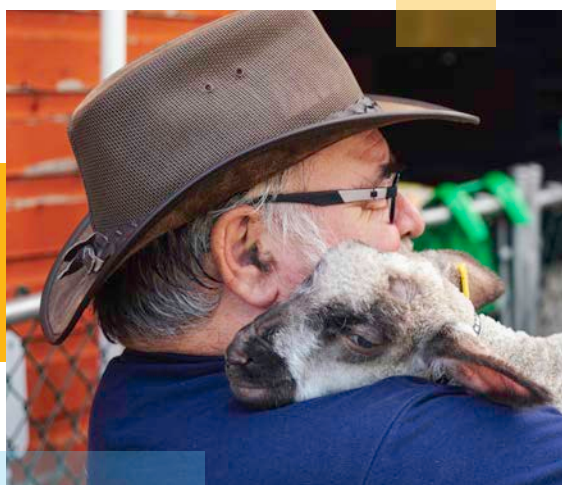
- Replaced the chiller
- Replaced the cooling and heating floor headers
- Replaced furnaces

## 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

- 10 capital projects completed
- 79,730 arena participants
- 47,202 arena spectators
- 4,742 hours of free skating
- 24,907 drop-ins
- 3,178 gym memberships
- 111,618 fitness member check-ins





# 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

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

### RECREATION ACCESS PROGRAM (RAP)

The income-based access program allows eligible Lloydminster residents to access City-owned recreation and culture facilities at a reduced cost. The intent is to remove some of the financial barriers associated with using the facilities.

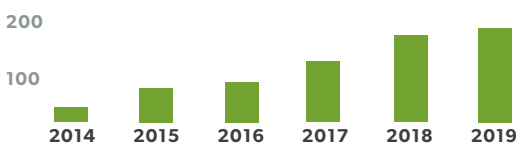
### BY THE NUMBERS

- 442 residents accessed the program
- 1,138 drop-ins (462 were for children, ages 2-17)
- 47, 10x punch passes purchased
- 77 memberships
- 43% of approved RAP applications were for children

### 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 2019, the department answered 159 requests for information about community resources.

### INFORMATION & REFERRAL REQUESTS



### YOUTH GRAFFITI CLEANUP

In partnership with the Lloydminster Community Youth Centre, Home Depot and Art Soul Life Creative Studio, volunteers covered graffiti on the former water treatment plant and created an inspiring community mural.

### SENIORS TAXI PROGRAM

The Senior Taxi Program allows seniors (65+) to purchase one-way, local taxi vouchers for \$5. Approximately 21,000 vouchers sold in 2019.

### WORKSHOPS AND EVENTS

The Social Programs and Services department supports events and workshops, working in collaboration with community partners ranging from Encouraging Positive Body Image in Youth to the Elder Abuse Awareness Walk.

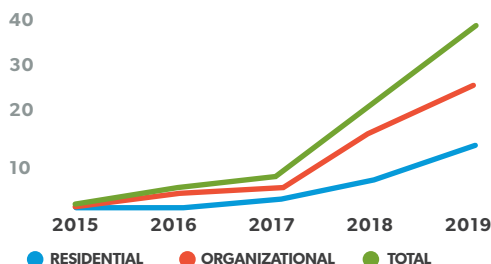
### BY THE NUMBERS

- 2,550+ participants
- 13 events and workshops

### NEIGHBOURHOOD BLOCK PARTY

Hosting a Neighbourhood Block Party is a great way to get to know your neighbours and connect with your community. Kits are designed with your needs in mind and come filled with a series of games and activities to help foster strong community connections.

### 5 YEAR GROWTH



### LLOYD SUPPORTS

The Social Services Roadmap was launched in 2014 as a comprehensive guide to local resources. In 2019, the guide was rebranded with the title *Lloyd Supports: A Community Services Directory*, to be more inclusive and accessible. The directory is available online at [lloydminster.ca/supports](http://lloydminster.ca/supports) or through paper copies at any City facility.

### BY THE NUMBERS

- 7,500 copies distributed



# EMERGENCY SERVICES



## EMERGENCY SERVICES

### LLOYDMINSTER FIRE SERVICES

Through the protection of life, property and the environment, the Lloydminster Fire Services improves the livability of everyone in the Border City. Every day, the Fire Services team strives to meet its mission statement, “A professional department providing the highest level of services to our community.”

In January, the department transitioned to a 24/7, continuous staffing out of Fire Station No. 1 in the downtown core. With an apparatus always at the ready, emergency response times are significantly reduced. The composite staffing model includes a fire chief, assistant fire chief, four full-time captains and four full-time firefighters. Plus, an additional 36 part-time, paid-on-call firefighters.

#### HIGHLIGHTS

- A Fire Services Master plan was completed and will set the foundation for the next 10 years of fire service to our community.
- The fifth annual Todd Gustavson “Battle of the Badges” Memorial Hockey Tournament was held at the Centennial Civic Centre. The family-friendly event welcomed the public to see emergency services personnel in a light-hearted, fun environment, all while raising funds for two local charities. The 2019 instalment of the event saw the Lloydminster Fire Department and the Lloydminster RCMP raise an estimated \$12,000 for the Salvation Army Pathway of Hope and Mother Teresa Early Childhood Education Centre.
- The Lloydminster Fire Department donated equipment to the City’s sister city, Nikopol, Ukraine, through the Firefighter Aid Ukraine.

#### BY THE NUMBERS

- 570 calls for service
- 10 firefighters were hired and began their eight-month training program

### BYLAW

Community Peace Officers work closely with the Lloydminster RCMP detachment; however, they do not enforce criminal code offenses. Peace Officers are responsible for:

- traffic and parking violations;
- animals at large;
- untidy premises; and
- lost and found inquiries.

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

#### BY THE NUMBERS (2018-19 ACADEMIC YEAR)

- Guidance provided to 1,001 students
- School zones patrolled 136 times by an SRO, excluding regular patrol officers

#### NOTABLE EVENTS

- Stories containing anti-bullying messages were read to the students during the Walk away, Ignore, Talk it out, and Seek (WITS) program.
- 75 students attended the Community Bike Rodeo, where youth were taught hand signals and safe bicycle riding techniques.

### PEACE OFFICERS & PHOTO TRAFFIC ENFORCEMENT

Peace Officers add flexibility to law enforcement in Alberta by providing a continuum of personnel with varied levels of training and authority. 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 enables police officers to remain focused on more complex and more serious criminal enforcement activities. Peace Officers adhere to the standards provided by the Ministry of Justice and Solicitor General of Alberta.

City of Lloydminster Peace Officers conduct photo enforcement within Lloydminster city limits. The program was brought in-house in 2017 and has been audited by the province and is in full compliance with the provincial program.





# 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

- 146 building permits issued
- \$22,989,350 construction value
- 386 development permits issued
- 18 planning applications processed
- 90 sign permits issued
- 1 approved area structure plan

## 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

The first of a four-phase upgrade to the sanitary system, the Sanitary Main Replacement program is aimed at alleviating surcharging along the 36 Street sanitary trunk line. The 2019 program consisted of upsizing the existing sanitary main along 45 Avenue from 44 Street to 46 Street, along with reconnecting any services that were encountered. As part of the replacement, all curbs, gutters and road structures were removed and replaced.

### BY THE NUMBERS

- 207.8 m sanitary sewer replacement
- 4 service reconnections
- 2,394 m<sup>2</sup> asphalt overlay
- 349.2 m curb and gutter replacement

#### 2019 WATER AND SEWER REPLACEMENT PROGRAM

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

In 2019, the WSRP took place along 47 Avenue as part of Phase 2 to the Sanitary Main Replacement Program and consisted of upsizing the existing sanitary sewer mains and replacing the current water and storm sewer mains.

### BY THE NUMBERS

- 301.1 m water main replacement
- 345.7 m sanitary sewer replacement
- 387.4 m storm sewer replacement
- 10 service connections
- 4,102.9 m<sup>2</sup> asphalt overlay
- 610.6 m curb and gutter replacement

#### EAST STORM CHANNEL REHABILITATION

The East Storm Channel Rehabilitation project was aimed at eliminating erosion concerns evident at the culvert outlet adjacent to Lucas Bachman Memorial Raceway. The rehabilitation consisted of the removal of the existing articulating concrete blocking system material, excavation, construction of a concrete drop structure and placement of ~1,000 m<sup>3</sup> of Rock Rip Rap at the outlet of the existing 2,400 mm culvert.

#### NORTHWEST DRAINAGE CHANNEL

The Northwest Drainage Channel project focused on culvert and drainage channel upgrades throughout the City's stormwater system. Existing culverts were replaced with upsized box culverts at 67 Street at Diamond 7 Meats, 62 Street and 50 Avenue and 57 Street at the Moose Lodge. The drainage channel between 57 Street and Brekko Lake was also excavated and regraded as part of the program.

### BY THE NUMBERS

- 558.7 m culvert replacement
- 309.8 m drainage channel regrading

#### 2019 IMPROVEMENT PROGRAMS

The Street Improvement Program, the Asphalt Trail Improvement Program and Concrete Sidewalk Improvement Program all target infrastructure to prolong the lifespan of the asset. These programs improved pedestrian and vehicle movement, as well as targeted safety concerns through the construction of walking trails, implementation of crosswalks and enhances pedestrian-crossing visibility. In addition to the projects below, a new rectangular rapid flashing beacon was installed at 31 Street and 57 Avenue. Plus, new all-direction traffic signals were installed on 75 Avenue at the entranceway to Sobeys and Best Buy.

### BY THE NUMBERS

- 27,775.1 m<sup>2</sup> asphalt overlay
- 6 repainted crosswalks
- 296 m asphalt walking trail
- 239.7 m new concrete sidewalk
- 166.8 m rehabilitated sidewalk
- 1 rectangular rapid flashing beacon









## ECONOMIC DEVELOPMENT

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

### BUSINESS SURVEY

In 2019, Economic Development conducted its first business survey to identify the needs of current and future businesses and provide guidance and directions for future growth. Survey highlights include 97 per cent of Lloydminster businesses are satisfied with the support they receive from residents and other businesses and nearly four in 10 business decision-makers reported plans to expand within the next two years. To view the survey results, visit [lloydminster.ca/YCYB](http://lloydminster.ca/YCYB).

### DISCOVER LLOYDMINSTER

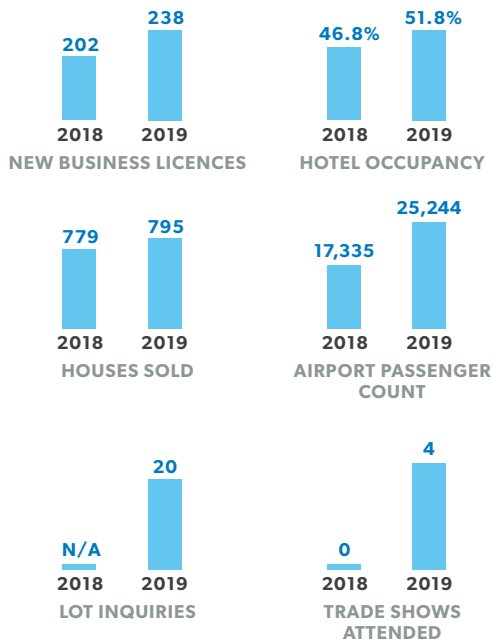
The City entered a partnership with Red Bicycle Communications in early 2019, allowing the City to utilize Discover Lloydminster for its tourism marketing. Each year, Discover Lloydminster distributes 7,000 copies of the Local and Travellers Guide to Canada's only Border City.

### MARTIN BROWNE AREA REDEVELOPMENT PLAN

Following its closure in 2014, the Lloydminster Public School Division transferred land ownership of Martin Browne School to the City of Lloydminster. The acquisition of the lands and demolition of the facility was followed by the City creating an area redevelopment plan (ARP) for the former school site, surrounding lands and facilities, which includes the Archie Miller Arena, Outdoor Pool and Kin-Kinette Park. Throughout the process, over 180 citizens were engaged through workshops, surveys and Your Voice events. The draft ARP went to Council in February 2020 and is available for viewing at [yourvoicelloyd.ca/MBARP](http://yourvoicelloyd.ca/MBARP).

### 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, Economic Development, in partnership with the County of Vermilion River, has embarked in the development of a 25-year Airport Master Plan for the facility and surrounding lands.



## 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

- 3,250 metres of sand applied to city roadway surface
- 390 tonne of road salt
- 5,600 metres of debris picked up during sweeping operations
- 55+ concrete repairs
- 86 tonne of bulk road repair for year-round patching
- 80+ hot patch repairs

### 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 resurfacer
- 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.

### HIGHLIGHTS

- Through the support of the Airport Capital Assistance Program, Transport Canada and the Government of Canada, the Lloydminster Airport underwent a \$4.1 million runway and taxiway rehabilitation.
- After one full year of service, Westjet direct-flight service to Calgary saw just over 25,000 seats sold.

### BY THE NUMBERS

- 11,316 air traffic
- 19,699 passengers
- 239 air ambulance
- 5,616 charters by seats, in and out

## WASTE SERVICES

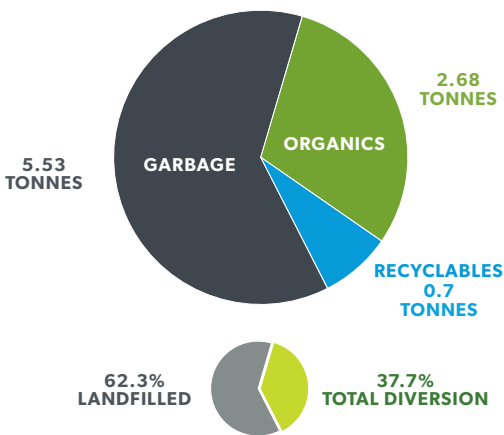
Waste Services provides essential services of solid waste and wastewater management for the City of Lloydminster. Waste Services is responsible for collection, transport, treatment and recovery of reusable resource from waste.

### WASTE AND RECYCLING

#### STATISTICS

- In 2019, the City saw a 5% increase from 2018 as it diverted over 3,354 tonnes of organics and recyclables from the landfill resulting in a total diversion rate of 37.7%.

#### 2019 CURBSIDE DIVERSION



- Approximately 45-gallon drums of hazardous waste were diverted from the landfill and improper disposal at the 2019 Household Hazardous Waste Roundup.

#### MAJOR PROJECTS

- Operation of Landfill Cell 1.3 began in December 2019. This new cell will provide additional capacity to dispose of waste in an environmentally responsible manner.
- Completed the new Leachate Management System, which allows for proper collection and removal of leachate from the landfill to prevent groundwater pollution.
- Pitch-In Week, a city-wide initiative, encourages community members to think about waste diversion and beautifying the community. New in 2019, the City developed Pitch-In Kits, which were stocked with the essentials and a token of appreciation.

## 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.

#### BY THE NUMBERS

- 3,530,044 m<sup>3</sup> - annual consumption
- 9,671 m<sup>3</sup> - city average daily flow
- 278 litres - average daily consumption/person
- 13,563 m<sup>3</sup> - peak daily flow
- 896 - hydrant inspections

#### 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 odors and helps protect property and infrastructure.

### MAJOR PROJECTS

- Completed the Neale Edmunds Stormwater Complex refurbishment of control structure No. 3 and No. 5 along with Road Crossing No. 5.

### BY THE NUMBERS

- 100 km of pipes cleaned
- 55 service augers
- 12 camera inspections
- 5 service repairs

## 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

- Intended to educate the public on the harmful effects of putting grease down the drain, the City's drain pollution prevention program Beware the Grease Beast placed third at the annual Saskatchewan Urban Municipality Association (SUMA) Convention.
- The Grease Beast attended two community parades and was spotted at the multiple locations around the city.

### BY THE NUMBERS

- 4,131,998 m<sup>3</sup> of wastewater treated
- 55 yd<sup>3</sup> of solid waste screened from wastewater
- 304,719 kg of contaminants removed from wastewater
- 1,843 dry tonnes of sludge removed from the primary and secondary lagoons





# COMMUNITY ENGAGEMENT AND COMMUNICATIONS





COMMUNITY  
ENGAGEMENT  
AND  
COMMUNICATIONS

The Communications department supports a timely and productive flow of information between Lloydminster residents, businesses and municipal stakeholders.

In 2019, the City's Communications team was honoured with an APEX Award for Publication Excellence, recognizing the City's recently updated municipal website.



The Communications team was a key contributor in the Grease Beast Drain Pollution Prevention program, which received an award from the Saskatchewan Urban Municipalities Association.

BY THE NUMBERS

PUBLIC INFORMATION	EVENTS, PROGRAMS AND ACTIVITIES	COMMUNITY ENGAGEMENT
<p>225 MEDIA RELEASES / PUBLIC NOTICES</p> <p>110+ MEDIA INTERVIEWS</p>	<p>250+ COMMUNITY MARKETING PROJECTS</p> <p>3 SEASONAL PROGRAM GUIDES</p> <p>300+ COMMUNITY EVENTS ADVERTISED</p>	<p>8 PUBLIC ENGAGEMENT OPEN HOUSE EVENTS</p> <p>1,585 PUBLIC SURVEY RESPONSES RECEIVED</p> <p>19 SURVEYS WITH VARYING TARGETED AUDIENCES</p> <p>12 STAKEHOLDER MEETINGS The first year the City approached public engagement with stakeholder facilitation approaches, which allowed for the groups most impacted by the changes to have a larger say in municipal decisions.</p> <p>HOSTED THE FIRST-EVER BUSINESS SPECIFIC OPEN HOUSE to improve communications efforts with local organizations.</p>

LLOYDMINSTER.CA

229,662 USERS      1,018,170 PAGE VIEWS

YOURVOICELLOYD.CA

5,900 VISITS TO THE PUBLIC ENGAGEMENT WEBSITE      9 ONLINE PUBLIC ENGAGEMENT PROJECTS PUBLISHED IN 2019

7,424 FOLLOWERS     
 3,777 FOLLOWERS     
 1,773 FOLLOWERS     
 346 SUBSCRIBERS     
 317 FOLLOWERS



**CANADA DAY FIREWORKS PRESENTED BY MNP | PHOTO CREDIT: DARIA WEBB**  
**BORDER MARKERS IN THE FALL**  
**46 STREET | PHOTO CREDIT: DARIA WEBB**







# MINISTER



4420 50 Avenue  
Lloydminster, AB/SK T9V 0W2

📍 [lloydminster.ca](http://lloydminster.ca)  
☎ 780-875-6184  
f t in @