



TOWN OF
Westlock

quarterly report for the third quarter ended September 2021



Town of Westlock
Strategic Plan 2020-2030

A Community With Spirit!

**COMMUNITY
DEVELOPMENT**

GOAL: Westlock is a municipal leader in community resiliency and prosperity.

RECREATION

GOAL: We are a regional destination of choice for recreational amenities.

RELATIONSHIPS

GOAL: Our reputation for excellence in providing great governance and a commitment to community is widely recognized.

**HEALTH
CARE**

GOAL: Westlock is a Health Service Centre of Excellence.

**COMMUNITY
INFRASTRUCTURE**

GOAL: The Town of Westlock asset management plan is the foundation of infrastructure investment decision making.

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COMMUNICATIONS AND MARKETING

Website Top Pages

July	August	September
Westlock Aquatic Centre 24.2% (3,792)	Homepage 20.2% (2,979)	Homepage 23.6% (3,311)
Homepage 21.0% (3,289)	Westlock Aquatic Centre 18.8% (2,768)	Westlock Rotary Spirit Centre 10.7% (1,495)
Community Guide 5.7% (889)	Westlock Rotary Spirit Centre 6.7% (986)	Westlock Aquatic Centre 8.0% (1,115)
Westlock Rotary Spirit Centre 4.3% (664)	Community Guide 4.6% (674)	Who's running for your municipal election 4.0% (567)
Mountie Park Campground 3.3% (521)	Swimming Lessons 2.9% (433)	Municipal election 3.7% (518)

Town of Westlock Facebook

July	August	September
32 posts	29 posts	39 posts
2,771 fans	2,794 fans	2,826 fans
11,735 reach	5,471 reach	6,950 reach
6,150 engagements	1,358 engagements	3,118 engagements

LinkedIn

July	August	September
4 posts	6 posts	6 posts
102 followers	103 followers	103 followers
1 engagements	7 engagements	7 engagements

Westlock Regional Notification System: Connect | Westlock & Area Crime Coalition (WACC)

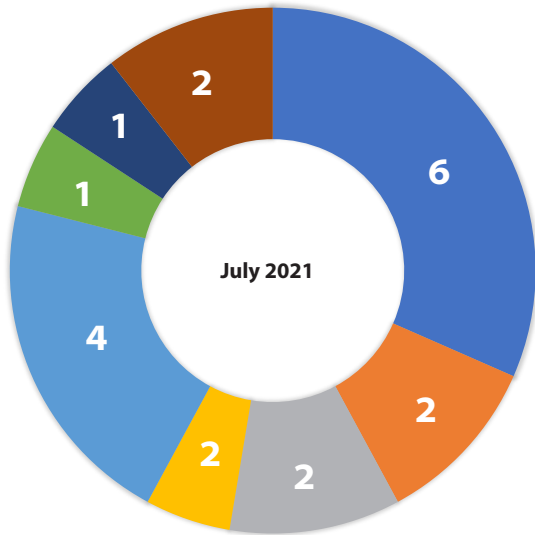
July	August	September
Connect: 285 registrants WACC: 311 registrants	Connect: 307 registrants WACC: 334 registrants	Connect: 339 registrants WACC: 370 registrants

GOAL 2: RELATIONSHIPS

The Communications and Marketing department provides support for Goal 2 of the Town of Westlock's Strategic Plan, Relationships. This department is the conduit of internal and external information and supports community and partner relationships.



TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES



- Alarm no fire - accidental miscellaneous (6)
- Alarm no fire - miscellaneous (2)
- Resuscitation call - heart attack (2)
- Resuscitation call - respiratory emergency (1)
- Alarm no fire - detector activated (4)
- Gas leak - refrigeration (1)
- Resuscitation call - miscellaneous(1)
- Vehicle accident (2)



- Alarm no fire - accidental miscellaneous (1)
- Alarm no fire - miscellaneous (2)
- Public service - miscellaneous (1)
- Resuscitation Call - miscellaneous (4)
- Resuscitation call - respiratory emergency (2)
- Alarm no fire - detector activated (6)
- Mutual aid (1)
- Resuscitation call - heart attack (1)
- Resuscitation call - other than listed (2)
- Vehicle accident (2)



- Alarm no fire - accidental miscellaneous (2)
- Alarm no fire - smoke or steam mistaken (1)
- Gas leak - response to carbon monoxide detector alarm (1)
- Resuscitation call - heart attack (1)
- Resuscitation call - other than listed (1)
- Alarm no fire - detector activated (4)
- Fire (1)
- Public hazard - gasoline or fuel spill (1)
- Resuscitation call - miscellaneous (1)
- Resuscitation call - respiratory emergency (1)



TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES

Westlock Fire Department consists of:

April #	May #	June #	July #	August #	September #	Position
1	1	1	1	1	1	Fire Chief
1	1	1	1	1	1	Deputy Fire Chief
1	1	1	1	1	1	Captain
2	2	1	1	1	1	Lieutenants
9	11	11	11	11	11	Firefighters
2						Probationary Firefighters (Qualified Firefighter serving Probationary Period)
		1	1	1	1	Fire Incident Technician
2	1					Recruit Firefighters
2	2	1	1	1	1	Junior Firefighters

Town of Westlock Fire Department Facebook

July

6 posts
 1,129 fans
 12,904 reach
 392 engagements

August

1 post
 1,153 fans
 6,950 reach
 443 engagements

September

15 posts
 1,193 fans
 5,360 reach
 594 engagements

GOAL 1: COMMUNITY DEVELOPMENT

Westlock Fire Department is a pillar of support within the organization and our community. These dedicated volunteers provide aid, support, and leadership to the entire region.

GOAL 2: RELATIONSHIPS

Westlock Fire Department are members of our community who volunteer to serve, help, and support residents, businesses, organizations, and the community as a whole.



TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES

Emergency Management

Staff from the Town of Westlock, Westlock County, and a student from Parkland County attended a 2-day training program on the Incident Command System (ICS). This course builds on ICS100 and provides the foundation for higher level ICS training. Students gained the skills needed to manage single resources and establish command using the ICS model.



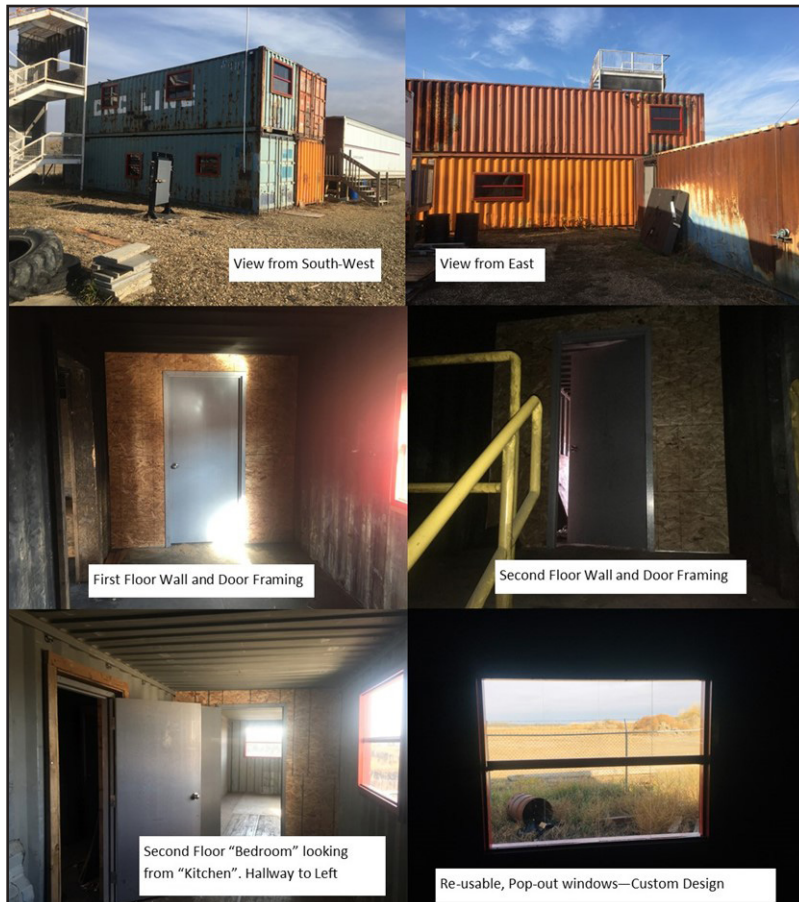
ICS200 August 2021



ICS200 August 2021

Fire Training Grounds Improvements

The Fire Trainings Grounds improvements for 2021 have been completed. We have developed the structure to simulate a single-family dwelling as well as a 2-storey walk-up apartment.





COMMUNITY SERVICES

Facility Maintenance

July, August, and September

Westlock Rotary Spirit Centre and Curling Rink maintenance, repairs and concession professionally cleaned.

Westlock Aquatic Centre East parking lot project completed during this quarter.

Heritage Building general maintenance completed and installed COVID-19 barriers in Council Chambers.

Completed seasonal maintenance and repairs at Mountie Park Campground.

Keller field display board power repaired with FORTIS.

Onsite town wide review of facilities with Stephenson Engineering & Town GIS officer.

Completed general maintenance and repairs at Westlock Place.

spotlight

Every September, the Westlock Aquatic Centre closes to complete their annual clean and maintenance comprised of filter surge tanks re-coated, boilers inspected, heat exchanger re-installed from warranty, Electrical Motor Control Center-1 inspected for Ground Fault Relay, electrical repairs, and climbing wall re-mounted.

Aquatic Center 24hr gym panic buttons installed, motion lighting installed, and additional motion sensors for gym area.

Westlock & District F.C.S.S.

Westlock & District F.C.S.S. provides a wide range of services designed to promote individual, family, and community wellness. F.C.S.S. is a partnership between the Town of Westlock, Westlock County, and the Village of Clyde.

Reception

In August, there were approximately 125 walk-ins with 75% them being Seniors with questions about benefits, needing help with paperwork, or needing medical documents faxed. The remaining 25% of walk-ins consisted of adults asking about financial support services. In September, we had approximately 90 walk-ins with most of them being seniors with questions about benefits, needing help with paperwork, or needing medical documents faxed.

GOAL 1: COMMUNITY DEVELOPMENT

Westlock & District F.C.S.S. provides support, guidance, and leadership in community resiliency in our entire region.

GOAL 2: RELATIONSHIPS

Westlock & District F.C.S.S. fosters long-term relationships with our community members, organizations, and businesses.



COMMUNITY SERVICES

Caring for Kids & Families

Clients Served in 2021	Number of Clients
Town	5
County	8
Clyde	0
TOTAL	13

Senior Programming

- Seniors Bus Trips (10 attendees)
- Senior's Card Making
- Senior's Paint Day (10 attendees)
- Senior's Coffee Chat

Tools for School

- 27 children have received school supplies in the month of August. Demand for this program has greatly increased since last year, with only 12 children accessing the program in 2020.

Home Support

	# of Clients April	# of Clients May	# of Clients June	# of Clients July	# of Clients August	# of Clients September
Town	28	28	27	30	30	30
County	12	12	11	11	11	13
Clyde	1	1	1	1	1	2
TOTAL	41	41	39	42	42	45

Social Media

Facebook Followers	January	February	March	April	May	June	July	August	September
2021	310	331	357	387	387	414	432	449	471

Youth Programming

- The **Passport to Your Best Self** and **Adulthood 101** programs both began in July. In total, 22 youth participated in the programs. Feedback from youth participants based on outcome measures has been extremely positive for both programs.
- FCSS hosted a Canada Day Skatepark Competition in partnership with House of Wheels. We had 25 youth (10-18 year) participants.
- The Youth Outreach Program currently has one client in the program, with two new referrals.
- We launched a new program, Snow Angels, a volunteer based program that provides snow clearing services for seniors and individuals with limited mobility. We are currently accepting resident and volunteer applications.

Keep In Touch

- 4 Clients from the Town of Westlock
- 1 Client from Westlock County
- 6 Volunteers

Bingo for Seniors (virtual)

We have had 7 winners to date.

COMMUNITY ASSISTANCE BUS

Riders		Revenue	
April 2021	267	April 2021	\$1,423.50
May 2021	197	May 2021	\$1,092.00
June 2021	167	June 2021	\$1,033.00
July 2021	230	July 2021	\$1,310.00
August 2021	149	August 2021	\$1,049.00
September 2021	265	September 2021	\$1,305.50



COMMUNITY SERVICES

Westlock Aquatic Centre

July and August were full of activities for our residents. Our annual maintenance shutdown occurred over the month of September.

Several leadership courses were offered: Bronze Medallion, Bronze Cross, National Lifeguard (NL), and Swim and Lifesaving instructor/examiner (LSI).

JULY 2021				
ACTIVITY	BOOKINGS CLASSES	NUMBER OF PARTICIPANTS	FACILITY USAGE	%
Aqua fit		250	Town	48
Lane Swim		363	County	26
Public Swim		2730	Clyde	3
Private bookings	9	110	Other	24
Private lessons	31	36		
Scheduled group lessons	160	875		
Swim Club		133		
Junior Lifeguard Club	5	30		
Bronze Medallion/Cross	5	24		
NL/LSI	10	55		
Weight room		398		
Virtual Rec Room	4	11		
Squash court	5	11		

GOAL 5: RECREATION

The Westlock Aquatic Centre continues to adapt and respond to the ever-changing restrictions and measures to meet the needs of our users.



COMMUNITY SERVICES

Westlock Aquatic Centre

AUGUST 2021				
ACTIVITY	BOOKINGS CLASSES	NUMBER OF PARTICIPANTS	FACILITY USAGE	%
Aqua fit		249	Town	45
Lane Swim		333	County	26
Public Swim		1982	Clyde	4
Private bookings	8	137	Other	26
Private lessons	14	15		
Scheduled group lessons	195	951		
Swim Club		148		
Junior Lifeguard Club		7		
Bronze Medallion/ Cross		60		
NL/LSI		35		
Weight room		419		
Virtual Rec Room	2	10		
Squash court	5	12		

The annual shutdown began in September 2021. The main pool and hot tub holding tank were re-coated, as well as maintenance in the change rooms was completed. The full facility was cleaned and prepped for opening.



COMMUNITY SERVICES

Westlock Rotary Spirit Centre

Throughout July, August, and September the Westlock Rotary Spirit Centre adapted facility programming and operations according to provincial regulations and guidelines. Summer programs were modified to align with Provincial COVID-19 measures and were very well attended and received. We transitioned to a new recreation software program during this quarter. The Community Showcase Night was cancelled due to Provincial COVID-19 Measures.

JULY FACILITY USAGE					
	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Membership Usage	594	320	170	91	1,175
Walking Track	150	25	2	2	179
Facility Drop Ins	151	10		2	163
Summer Programs	117	113		2	232

AUGUST FACILITY USAGE					
	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Membership Usage	692	307	40	81	1,120
Walking Track	206	35	0	8	249
Facility Drop Ins	147	87	1	38	273
Summer Programs	132	183	0	14	329

SEPTEMBER FACILITY USAGE					
	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Membership Usage	813	382	88	118	1,401
Walking Track	150	40	1	16	207
Facility Drop Ins	131	98	0	23	252

Mountie Park Campground (21 sites)

July: Number of nights booked	297 nights at 45% capacity
August: Number of nights booked	353 nights 54% occupancy
September: Number of nights booked	172 nights 38% occupancy

GOAL 5: RECREATION

The Westlock Rotary Spirit Centre continues to adapt and respond to the ever-changing restrictions and measures to meet the needs of our users.



DEVELOPMENT SERVICES

Legislation information and requirements regarding land use, planning, and safety codes are available from the Planning and Development department. The department also includes business licenses, GIS and mapping, economic development, and Municipal Enforcement services.

Development Services

July

LAND USE BYLAW AMENDMENTS

- Public Hearing for Bylaw 2021-19 scheduled for August 16, 2021.

BYLAWS & POLICIES

- 104 Street Road Closure registered at Land Titles.
- 99 Street Road Closure

August

One subdivision is at Land Titles for registration and two development agreements are being prepared.

September

One development agreement is pending security provision.

NOTABLE APPROVALS

- Westlock Powersports & Marine relocation
- Fire-Damaged Fourplex Demolition
- Westlock Terminals grain elevator demolition

GIS

July

Worked on multiple projects; Land Use Bylaw map updated, map of downtown surface infrastructure, Heritage building floor plan updated to reflect the bathroom and FCSS renovations, proposed asphalt and concrete 2021 maps updated, map of truck route on 108 Street to access the truck fill station. Collected data on sign collection in Downtown and Whissellville, address data aligned to AMDSP standards.

August

Updated Town map, Sidewalk Grinding Needs map, Canada Day events, proposed pavement marking and signage maps.

Infrastructure updates in the Southview neighborhood including guardrails and swales using the new GPS.

Building Facility Request for Proposal posted.

September

Completed facility site plans for Aquatic Centre & Spirit Centre.

Proposed maps: 2021 concrete and asphalt repairs
Rezoning map for 10035-106 Street.

GOAL 1: COMMUNITY DEVELOPMENT

Development services provides service and support to many different facets within the organization and the community as a whole.

GOAL 2: RELATIONSHIPS

Staff within the Development Services department foster long-term relationships within the organization and community.

DEVELOPMENT SERVICES

Economic Development

July and August

- Working with Rumble Alberta, preparation for Chamber of Commerce Golf Tournament, working with Wild Alberta regarding “Historical Journey Through Wild Alberta”
- Applied for Canada Community Revitalization grant funding.
- Attended Chamber of Commerce Meeting and Community Garden meeting

September

- Attended Need Assessment discussions with Adult Literacy, Westlock Regional Economic Development meeting, Rural Community Capacity Building series – Delving Into Our Why
- Prepared, and the mayor distributed, 8 appreciation baskets to Westlock Healthcare Centre, Long Term Care, Associate Medical Clinic, and Pembina Medical Clinic.



Councillor Jamaly



Mayor Leriger and Vivian Zittlaw,
Economic Development Officer

Westlock Place

July

- Rent is up-to-date.
- All units are occupied.
- Letters have been hand delivered to the residents of Westlock Place advising them of the January 1, 2022 transfer to Homeland Housing.
- A list of questions from the residents were compiled and provided to Homeland Housing.

August

- Rent is up-to-date.
- Insurance renewal letters have been forwarded to residents requesting they provide an updated copy confirming insurance renewal.
- A memo from Homeland Housing, providing answers to the residents’ queries, was distributed to the residents as of September 1, 2021.

September

- Rent is up-to-date.
- Three-month janitorial contract implemented with an end date of December 31, 2021.



DEVELOPMENT SERVICES

Westlock Municipal Cemetery

July

- 4 interments
- 1 purchase
- 1 monument application

August

- 4 interments
- 2 purchases
- 2 monument applications

September

- 4 interment
- 5 purchases
- 4 monument application

Permits

	July	August	Sept
Development Permits			
Totals	11	9	8

	July	August	Sept
Building Permits			
Totals	7	4	3

	July	August	Sept
Business Licenses			
Totals	8	7	6

	July	August	Sept
Safety Code Permits			
Totals	12	6	10

Westlock Municipal Enforcement

Municipal enforcement data will be reported in the fourth quarter.

Snow Clearing Priority

— First Priority - Emergency Routes — Second Priority — Third Priority — Fourth Priority — Non Municipal Jurisdiction

Snow Removal Guidelines P-20-2007

Visit our Roads, Sidewalks and Lanes webpage for details on our road maintenance practices for spring and summer and winter.

westlock.ca/p/roads-sidewalks-and-lanes



OPERATIONS

Capital Projects

July, August, and September

- 108th Street Improvements – project meetings and ongoing support
- Storm Water Management Facilities – project meetings and ongoing support
- 100th Street Road Improvements – pre-construction meeting completed
- Salt/Salt Shed Development – tender being developed
- Water Distribution Master Plan – field work completed
- Lagoon Desludging – developing tender
- Fleet Replacement
 - Skid Steer – canceling purchase
 - Hydrovac – out for quotations
 - Snow Blower – options being reviewed
 - Utilities Half Ton – received
 - Operations Half Ton – back ordered
 - Loader Scale - options being reviewed
 - Sewer Macerator – preliminary engineering phase

Transportation

July, August, and September

General maintenance of grading laneways with Roto Rack, filling low areas that were holding water, grading industrial park, on-going mainline sewer cleaning, pothole repairs, street sweeping, managing noxious weeds, maintaining new trees at the storm pond and along Highway 44, and working through the curb, sidewalk, and road rehabilitation programs. Seasonal tasks of removing debris from catch basins after rain events, noxious weed management, ditch improvements, and pavement and sidewalk repairs. Installed new benches and garbage cans along Rotary Trail behind the Canadian Tractor Museum.

Supply chain issues have affected some equipment purchases, specifically the new half tons and the Hydrovac replacement.

Water, Sanitary, and Storm Sewers

July, August, and September

- July meter reading was impacted by a system malfunction . Repairs were completed prior to the August meeting reading. It was determined eight water meters need to be repaired.
- Fire hydrant maintenance included fixing one broken fire hydrant on Highway 18 near 98 Avenue. A hydrant on 105 Street near 111 Avenue is out of service and requires a full depth replacement. Also, replaced a broken fire hydrant on 110 Street and 111 Avenue.
- Set up temporary bulk water station at the public works shop to allow for a temporary closure of the 108 Street bulk water station.



OPERATIONS

Water, Sanitary, and Storm Sewers (continued)

July, August, and September

- Residential and commercial lead service testing program was completed. Sewer main and services along 106 Street between 98 Avenue and Highway 18 were inspected.
- We had a couple power outages in July that caused short equipment interruptions at water plant.

DID YOU KNOW? The average daily water treatment plant production was 2,369 cubic meters which is higher than the estimated average daily volume of 1,900 cubic Meters.

Westlock Regional Notification System: **CONNECT**



Sign up today to receive alerts on events like snow removal schedules.

westlock.ca/p/westlock-regional-notification-system

GOAL 3: COMMUNITY INFRASTRUCTURE

Infrastructure is the main focus of our Operations Department. Through their day-to-day dedicated efforts, our roads, parks, and water systems are maintained, supported, and repaired as required.



FINANCE

Information Systems

July, August, and September

- Research into full VOIP solutions for phone systems being done in order to reduce telephone costs
- Move and reconfigure FCSS WiFi Access Point to Heritage Building
- Town mapping software server outage repaired
- Recreation software transition - temporary use of current financial software deployed for remote access from Spirit and Aquatic Centres
- Build new Evidence Server for Peace Officer dash and body cam footage
- Telus Business Connect pre-deployment planning
- Upgrade Westlock Spirit Centre port switch
- Install Windows Management Framework on all existing servers and install Windows Admin Center server
- Replace Westlock Aquatic Centre PC

Taxes and Assessments

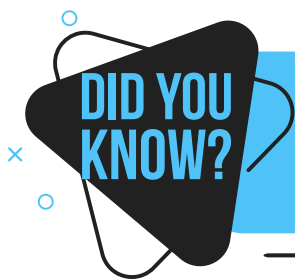
July, August, and September

- **July:** The total taxes outstanding: \$1,738,367 (current \$1,633,228 arrears \$105,139)
- **August:** The total taxes outstanding: \$1,646,596 (current \$1,554,184 arrears \$92,412).

Utilities

July, August, and September

- **July:** The total utility receivable is \$344,618 with amounts over 30 days being \$6,146
- **August:** The total utility receivable is \$311,682 with amounts over 30 days being \$6,417



September 8, 2021 Large Item Pick Up stats:
 27.5 metric tonnes of garbage | 92 mattresses | 2.09 tonnes of metal
 approximately seven garbage truck loads



All financial information contained within this quarterly report is preliminary and an unaudited summary of that calendar month.

This information is provided as a snapshot of activity during that month and may be subject to change.

**Town of Westlock
Actual Budget Variance Report
For the period ending October 2021
(Unaudited)**

	YTD	Budget	Variance
Municipal Taxes	7,216,561.23	7,212,806.51	3,754.72
User Fees, Utility Sales and Sale of Goods	3,485,854.95	4,669,349.00	-1,183,494.05
Government Transfers	4,135,032.80	1,536,003.63	2,599,029.17
Penalties	154,418.15	99,500.00	54,918.15
Franchise Fees	880,522.33	1,229,541.47	-349,019.14
Licenses and Permits	116,295.06	109,200.00	7,095.06
Interest Earned	72,601.34	85,000.00	-12,398.66
Rentals	324,138.38	550,546.00	-226,407.62
Fines and Costs	235,431.86	66,500.00	168,931.86
Other Revenue	2,561,662.40	86,450.00	2,475,212.40
Total Revenues	19,182,518.50	15,644,896.61	3,537,621.89
Requisitions Collected	2,147,101.12	2,155,987.00	-8,885.88
Requisitions Expended	1,647,640.13	2,147,524.00	499,883.87
Total Requisitions	499,460.99	8,463.00	490,997.99
Net Revenues	19,681,979.49	15,653,359.61	4,028,619.88
Salaries, Wages and Benefits	4,626,185.21	6,369,473.04	1,743,287.83
Contracted Services	2,220,827.06	3,501,177.55	1,280,350.49
Materials, Supplies and Utilities	2,311,099.18	3,686,893.40	1,375,794.22
Bank Charges, Short Term Debt Interest and Credit Card Discounts	8,754.82	23,580.00	14,825.18
Debenture Interest	153,977.92	265,495.40	111,517.48
Community Support Grants & Donations	409,884.08	439,920.00	30,035.92
Other Expenses	32,242.99	61,770.00	29,527.01
Total Operating Expenses	9,762,971.26	14,348,309.39	4,585,338.13
Net Operating before the undernoted	9,919,008.23	1,305,050.22	-8,613,958.01
Gain/Loss on Disposal	0.00	0.00	0.00
Gross Recovery	0.00	2,000.00	2,000.00
Principal Debt Repayment	982,970.00	1,042,983.30	60,013.30
Transfers from/to Reserves	0.00	251,604.92	251,604.92
	982,970.00	1,296,588.22	1,979,132.23
Surplus (Deficit)	8,936,038.23	8,462.00	-10,593,090.24
Other Items Budgeted, Not Affecting Cash			
Amortization	525.85	2,802,930.00	2,802,404.15
Net Income	\$8,935,512.38	(\$2,794,468.00)	(\$13,395,494.39)

GOAL 5: RECREATION

GOAL 3: COMMUNITY INFRASTRUCTURE

GOAL 4: HEALTH CARE

GOAL 1: COMMUNITY DEVELOPMENT

GOAL 2: RELATIONSHIPS

The Finance Department has a role in every strategic goal as service levels, capital projects, innovative initiatives, supports, and fiscal responsibility underpin each department and community.



quarterly report for the third quarter ended September 2021