



TOWN OF  
**Westlock**

quarterly report for the second quarter ended June 2021

revised November 13, 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.

# Table of Contents

## Office of the CAO

Communications & Marketing .....	1
Fire and Emergency Services .....	2

## Community Services

Facility Maintenance Services.....	5
Westlock and District F.C.S.S.....	5
Westlock Aquatic Centre.....	8
Westlock Rotary Spirit Centre .....	10

## Development Services

Geographic Information System (GIS) .....	11
Planning Services .....	11
Economic Development.....	12
Westlock Municipal Enforcement .....	13

## Operations

Transportation .....	14
Water, Sanitary, and Storm Sewers .....	14
Roads and Sidewalks .....	14
Westlock Municipal Cemetery .....	14

## Finance

Information Systems .....	15
Taxes and Assessments.....	15
Actual Budget Variance Report .....	16



## COMMUNICATIONS AND MARKETING

### Website Top Pages

#### April

Homepage  
21.7% (2,064)

Westlock Aquatic Centre  
8.1% (775)

Employment  
6.8% (650)

Apply for...  
3.1% (299)

Schedule  
2.9% (273)

#### May

Homepage  
22.9% (2,045)

Employment  
3.7% (334)

Aquatic Centre  
3.5% (331)

Business Directory  
2.7% (245)

Search  
2.7% (244)

#### June

Homepage  
21.4% (3,168)

Aquatic Centre  
17.3% (2,556)

Rotary Spirit Centre  
5.3% (776)

Community Guide  
4.2% (623)

Mountie Park Campground  
3.0% (446)

### Town of Westlock Facebook

#### April

38 posts

2.3K fans

8,586 reach

1,842 engagements

#### May

40 posts

2.6K fans

6,771 reach

1,790 engagements

#### June

40 posts

2.7K fans

11,014 reach

5,495 engagements

### LinkedIn

#### April

4 posts

89 followers

27 engagements

#### May

7 posts

95 followers

17 engagements

#### June

9 posts

99 followers

17 engagements

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

#### April

Connect: 204 registrants

WACC: 237 registrants

#### May

Connect: 243 registrants

WACC: 270 registrants

#### June

Connect: 263 registrants

WACC: 292 registrants

## GOAL 2: RELATIONSHIPS

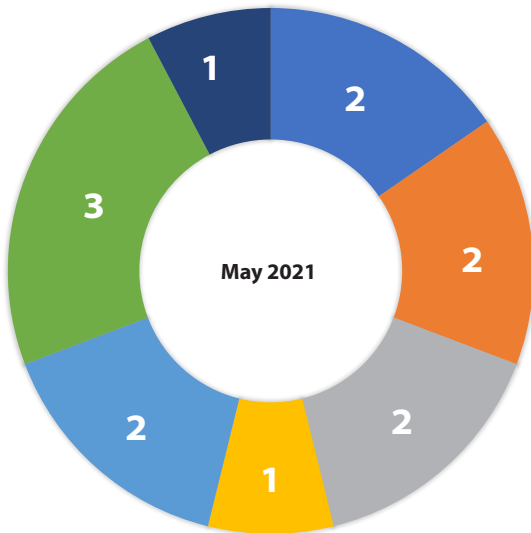
The Communications and Marketing department provides support for Goal 2 of the Town of Westlock's Strategic Plan, Relationships. This department is the conduit of internal and external information and supports community and partner relationships.



## TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES



- Alarm no fire - accidental miscellaneous (1)
- Alarm no fire - miscellaneous (1)
- Fire (3)
- Public Service - assist police or other agency (1)
- Rubbish or grass fire (no dollar loss) (2)
- Alarm no fire - detector activated (3)
- Alarm no fire - smoke or steam mistaken (3)
- Gas leak - natural gas (1)
- Resuscitation call - heart attack (1)



- Alarm no fire - accidental miscellaneous (2)
- Alarm no fire - miscellaneous (2)
- Fire (2)
- Public Service - assist police or other agency (1)
- Resuscitation call - other than listed (2)
- Alarm no fire - detector activated (3)
- Resuscitation call - miscellaneous (1)



- Alarm no fire - detector activated (1)
- Public Service - assist police or other agency (3)
- Resuscitation call - heart attack (1)
- Resuscitation call - other than listed (3)
- Rubbish or grass fire (no dollar loss) (1)
- Fire (4)
- Rescue - miscellaneous (2)
- Resuscitation call - miscellaneous (1)
- Resuscitation call - respiratory emergency (1)
- Vehicle accident (1)



# TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES

Westlock Fire Department consists of:

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

### \*Fire Incident Technician:

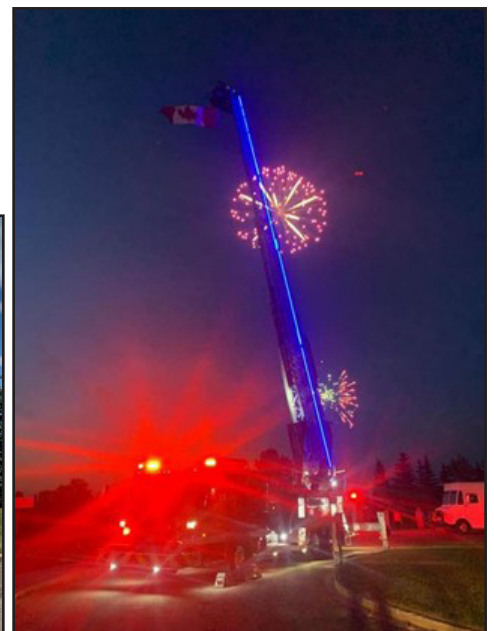
This position directly supports the Incident Commander with the following:

- Assist with and recommend changes to the incident action plan (IAP).
- Provide a quick recon of the incident scene when the IC's visibility is limited.
- Evaluate the fireground organization and span of control.
- Provide assistance with fireground communications, setting tactical priorities, specific critical fireground factors and overall firefighter safety.
- Evaluate the need for additional resources.
- Assist with the initial level one and level two staging of apparatus.
- Assist with the tactical worksheet for tracking initial positions and accountability.

## Public Engagement

Members were active with public engagement activities in June.

- R.F. Staples Grad Parade
- Westlock Elementary Grade 5 Water Fight
- Canada Day Celebrations





## TOWN OF WESTLOCK FIRE & EMERGENCY SERVICES

### Town of Westlock Fire Department Facebook

#### April

9 posts  
 978 fans  
 1,775 reach  
 322 engagements

#### May

11 posts  
 1.1K fans  
 3,279 reach  
 853 engagements

#### June

8 posts  
 1.1K fans  
 1,880 reach  
 694 engagements

### Milestones & Training

The Westlock Fire Department led the RF Staples Grad Parade on June 25, 2021. Coincidentally, we had three (3) members graduate from RF Staples and St. Mary's this year



Isaiah Ehrenholz



Cole Beaver



Reid Schmidt

The department returned to regular in-person training over the spring and summer focusing on Level 1 firefighter skills.



#### 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.

## COMMUNITY SERVICES

### Facility Maintenance

#### April, May, and June

General maintenance on all town facilities including Westlock Aquatic Centre, Westlock Rotary Spirit Centre, Mountie Park Campground, Public Works Shop, Westlock Place, Westlock Fire Hall, Heritage Building, and Town of Westlock office.

#### spotlight

Heritage Building washroom renovations on track for completion.

Westlock Aquatic Centre 24 hour gym material was received and installed with training to be completed.

#### spotlight

Mountie campground work to open for May long weekend.

Heritage Building washroom renovations completed.

#### spotlight

Heritage Building renovations completed.

Advance ordering materials for Westlock Aquatic Centre annual shutdown maintenance.



Heritage Building





## COMMUNITY SERVICES

### 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.

#### Activity Kits

Type	April	May	June
Youth	350	0	0
Senior	0	0	75
Kids	61	79	72
Holiday	0	0	0

#### Caring for Kids & Families

Clients Served in 2021	Number of Clients
Town	5
County	1
Clyde	0
TOTAL	6

#### Community Assistance Bus

	Number of Rides April	Number of Rides May	Number of Rides June
2019	423	406	231
2020	71	80	153
2021	267	197	167

#### Home Support

	Number of Clients April	Number of Clients May	Number of Clients June
Town	28	28	27
County	12	12	11
Clyde	1	1	1
TOTAL	41	41	39

#### Social Media

Number of Facebook Followers	January	February	March	April	May	June
2021	310	331	357	387	387	414

#### Voices for Seniors

- Senior's Week - June 7 to 13, 2021
  - FCSS handed out 100 packages to seniors on June 8, 2021, from 10:00 a.m. until 12:00 p.m.
  - The packages include information and items from community agencies, donations from municipalities, as well as a plant and treat.

## COMMUNITY SERVICES

Westlock & District F.C.S.S.

### Youth Programming

- Two new youth programs began in July: “Passport to Your Best Self” and “Adulting 101”. The details were posted to social media and forwarded to schools. Registration has begun for both programs.
- FCSS partnered with Edmonton House of Wheels to organize a skatepark competition on Canada Day. Details were advertised on social media ..
- The Youth Outreach Program currently has one client in the program, and is currently assessing a new referral
- The Sexual Assault Centre of Edmonton (SACE) presented to parents on June 10, 2021. 7 parents attended, and the feedback was overall positive. The youth session was cancelled due to low numbers of registration, however, SACE is willing to revisit the possibility of future presentations in the upcoming school year.

### 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

### Keep In Touch

#### (name change from Community Connectors)

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

### Family School Liaison Program

Pembina Hill has agreed to continuing the contract for 2021/2022 with no changes.

### Bingo for Seniors (virtual)

We have had 5 winners to date.

**Full Card**  
Call 780-349-5900  
if you have a winner!

**B I N G O**

Numbers for the week of  
July 6 to July 12

I21 G59 N41 N40 B11  
N45 O61 G51 B4 G54

Sponsored by: FCSS Family and Community Support Services  
Westlock & District

Call Westlock & District F.C.S.S. at  
780-349-5900 to claim your prize.

### 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

### Westlock Aquatic Centre

During the months of April, May, and June private household bookings, private lessons, school and homeschool rentals were very popular and those spots were often full. The Virtual Rec Room was available for household bookings and was busy at the start of the golf season.

APRIL 2021		
ACTIVITY	BOOKINGS CLASSES	NUMBER OF PARTICIPANTS
Aquafit 9 to 10 a.m.	18	2
Aquafit 10:15 to 11:15 a.m.	10	2
Private bookings	235	50
Private lessons	225	116
School bookings	391	21
Homeschool bookings	469	19
Day home bookings	32	2
Bronze medallion	20	
Weight room	64	
Virtual Rec Room	34	12
Squash court	7	3

FACILITY USAGE	%	SWIM LESSONS	%
Town	68	Town	21
County	17	County	39
Clyde	1	Clyde	1
Other	14	Other	39

### 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

MAY 2021				
ACTIVITY	BOOKINGS CLASSES	NUMBER OF PARTICIPANTS	FACILITY USAGE	%
Weight room		13	Town	53%
Private bookings	25	117	County	21%
Private lessons	17	34	Clyde	1%
School bookings	5	85	Other	25%
Homeschool bookings	3	75		
Swim club		57		
Junior lifeguard club		16		
Bronze medallion		4		

JUNE 2021				
ACTIVITY	BOOKINGS CLASSES	NUMBER OF PARTICIPANTS	FACILITY USAGE	%
AquaFit	146	10	Town	70%
Lane swim	189		County	16%
Public swim	1,515		Clyde	2%
Weight room	190		Other	12%
Rec room	5	2		
Squash court	4	2		
Private bookings	15	2		
Private lessons	7	4		
School bookings	791	41		
Home school bookings	237	12		
Day home bookings	25	1		
Gators swim club	153			



## COMMUNITY SERVICES

### Westlock Rotary Spirit Centre

Throughout April, May, and June the Westlock Rotary Spirit Centre adapted facility programming and operations according to provincial regulations and guidelines. Summer programming and special events were held with great attendance numbers while following all provincial protocols.



APRIL FACILITY USAGE					
LOCATION	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Weight room	9	12	0	1	22
Walking Track	17	1	0	0	18
Fieldhouse Youth (one hour rental)	0	1	0	0	1
Fieldhouse School (one hour rental)	2	0	0	0	2
Fitness Room Youth(one hour rental)	0	0	1	0	1

MAY FACILITY USAGE					
LOCATION	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Weight room	5	1			6
Walking Track	Closed to the public				
Fieldhouse Youth (one hour rental)					0
Fieldhouse School (one hour rental)	2	0	0	0	2
Arena Bookings					12

JUNE FACILITY USAGE					
LOCATION	TOWN	COUNTY	CLYDE	OTHER	TOTAL
Membership Usage	68	58	3	14	143
Walking Track	72	9	2	0	83
Facility Drop Ins	48	22	3	20	93

### 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

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#### April

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

#### May

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

#### June

One development agreement is pending security provision.

Notable approvals: Westlock Powersports & Marine relocation, Westlock Terminals grain elevator demolition.

### GIS

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#### April

Worked on multiple projects such as map of 108th Street Infrastructure, map of Herbicide locations, creating data linkages between storm mains and catch basin\manhole nodes, printing of recreation guidelines for COVID-19, and delivered project data to consultants.

#### May

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.

#### June

Completed facility site plans for Aquatic Centre & Spirit Centre.

Proposed maps: 2021 concrete and asphalt repairs

Rezoning map for 10035-106 Street.

### ECONOMIC DEVELOPMENT

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#### April

- Worked with Rumble Alberta and organizing promo items for bags to be distributed May long weekend.
- Worked with Growth Alberta's History Book providing pictures and information.
- Worked on the Town's Improvement Plan.

#### May

- Worked with Rumble Alberta.
- Flowers poles on main street have been powder coated.

#### June

- Worked with Rumble Alberta.
- Provided Town of Westlock promotional material for the Air Tour that stopped at the Westlock Airport on June 12, 2021.
- Provided a list of tourism experiences and unique attractions in the Town of Westlock for the "The Road Less Travelled 2021" project.
- Working on the Town's Improvement Plan.



## DEVELOPMENT SERVICES

### WESTLOCK PLACE

#### April

- Rent is up-to-date.
- Annual Return being completed and will be forwarded by the end of May.

#### May

- Rent is up-to-date.
- DWH Temperator Replacement was completed May 18, 2021.
- A 1-bedroom apartment is being vacated June 30, 2021.

#### June

- Rent is up-to-date.
- The 1-bedroom suite that was vacated has now been rented for August 1, 2021

### CEMETERY

#### April

- 2 Interments
- 1 Purchase

#### May

- 3 Interments
- 3 monument applications

#### June

- 1 Interment
- 1 monument application

### PERMITS

	April	May	June
<b>Development Permits</b>			
<b>Totals</b>	<b>8</b>	<b>5</b>	<b>14</b>

	April	May	June
<b>Building Permits</b>			
<b>Totals</b>	<b>3</b>	<b>8</b>	<b>3</b>

	April	May	June
<b>Business Licenses</b>			
<b>Totals</b>	<b>2</b>	<b>5</b>	<b>7</b>

	April	May	June
<b>Safety Code Permits</b>			
<b>Totals</b>	<b>2</b>	<b>3</b>	<b>4</b>

### GOAL 1: COMMUNITY DEVELOPMENT

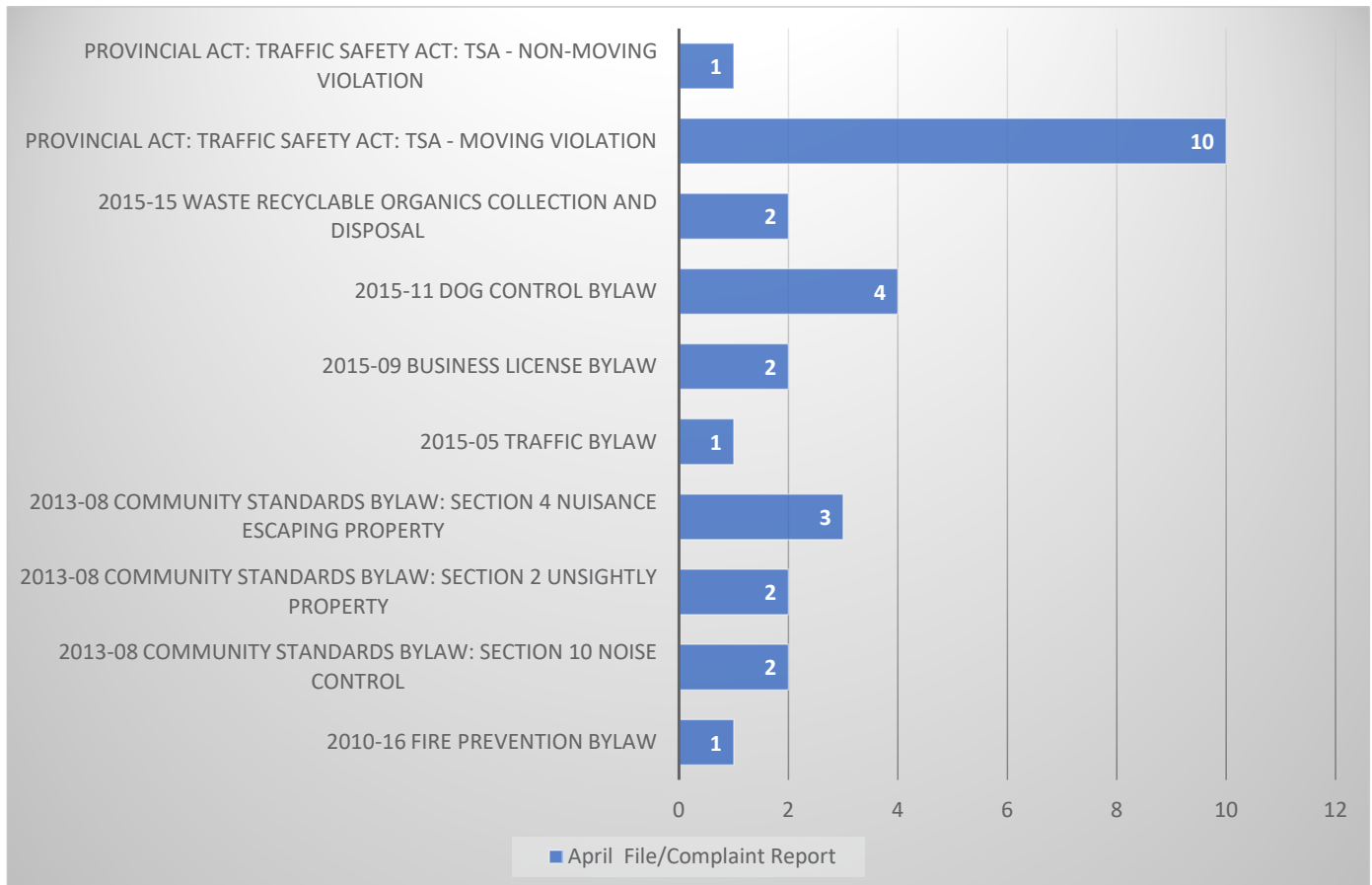
Development services provides service and support to many different facets within the organization and the community as a whole.

### GOAL 2: RELATIONSHIPS

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

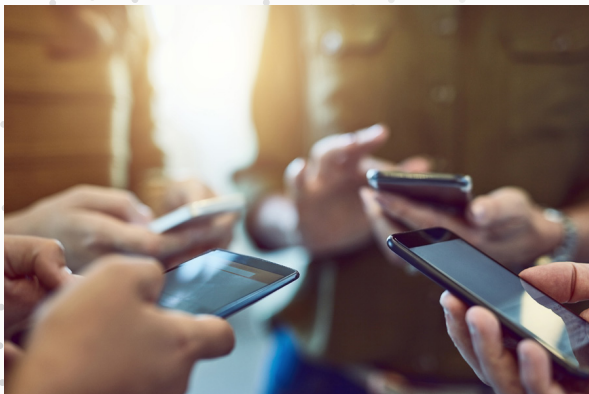
## DEVELOPMENT SERVICES

### Westlock Municipal Enforcement



Municipal enforcement data will be reported again in the third quarter.

## Westlock Regional Notification System: **CONNECT**



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

[westlock.ca/p/westlock-regional-notification-system](http://westlock.ca/p/westlock-regional-notification-system)





## OPERATIONS

### Transportation

#### April, May, and June

General maintenance and repairs on fleet, lanes, and roadways. Seasonal work with grading and graveling roads, mainline sewer flushing, roto-raking laneways, repairing potholes, clearing catch basins, and street cleaning. Installed walk signs at Southview and maintenance on new trees and located manholes in field on main sewer line trunk at Stormwater pond.

**DID YOU KNOW?** Approximately 700 potholes were filled during the second quarter requiring 4.5 tonne of patching material.

### Water, Sanitary, and Storm Sewers

#### April, May, and June

Completed Westlock County plant and Village of Clyde system checks. General maintenance and repairs on water shutoff door hangers, curb stops, and meter reading. The bulk water backflow prevention valve failed receiving quotes to replace. Operations crews replaced 3 broken fire hydrants and repaired a hydrant valve on Highway 18. MPE programmer onsite to correct pump house communication issue at the water plant. This issue was complex and required troubleshooting over April and May. MPE was able to finally resolve the problem in June.

Multiple water shut off notices were issued over the second quarter. Operations issued 21 water shut off notices as crews worked to replace or repair valves.

**DID YOU KNOW?** Average daily water consumption was 3,150 cubic meters. Spring and summer consumption is due to farm operations and the dry weather conditions. Average daily water consumption during the winter is 1,700 cubic meters.

### Parks and Recreation

#### April, May, and June

Removed boulevard trees at 9847-106 Street, removed and refurbished planter hangers. Seasonal preparations to open Mountie Park Campground,

### Westlock Municipal Cemetery

#### April, May, and June

Maintenance of grounds and completed two (2) full burials.

## 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

#### April, May, and June

- Assist Building Maintenance with software trial
- Facilitate GIS access with asset management software
- Run new fax line at Firehall
- Server and virtual machine updates
- Assist vendor with Aquatic Centre gym camera and NVR setup
- Assist Telus/ADT with Aquatic Centre gym card access
- General repairs to equipment
- Network installation at Heritage Building
- Phone system troubleshooting
- Server setup, changing backup system in process
- Email account for pool gym card creation
- Setup to work from home including internet service
- Phone support and repairs
- Fixed FCSS Internet that was cancelled by Telus early
- Heritage Building network install completed
- Install Sunco server update to allow for SoftPhones for staff
- Copy Live asset management software db to Test
- Upgrade workstations to new Windows version
- RAID rebuild on new server
- RAID storage increase
- Deploy 2 All-In-One PC where needed
- Firewall security updates
- Firmware updates
- Create new users and add licensing for FCSS staff
- Perform Live Optics benchmark on servers
- Deploy Softphones
- Obtain re installation keys and installer for planning labelling software

### Taxes and Assessments

#### April, May, and June

- The deadline for assessment complaints was May 18, 2021. No complaints were received therefore, there were no Assessment Review Boards for this tax year
- 12 properties are under tax recovery.
  - 9 have tax repayment agreements
  - 3 maybe be considered for tax sale in the Fall unless the tax arrears are collected through entering into a repayment agreement or paid in full by the owners.
- The total taxes outstanding: \$2,286,614 (current \$2,164,274 arrears \$122,340)
- Tax penalties were assessed on current outstanding balances on July 1, 2021, in the amount of \$24,465

**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.



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 June 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	1,856,736.78	4,669,349.00	-2,812,612.22
Government Transfers	2,855,074.98	1,536,003.63	1,319,071.35
Penalties	89,067.69	99,500.00	-10,432.31
Franchise Fees	522,059.87	1,229,541.47	-707,481.60
Licenses and Permits	74,468.67	109,200.00	-34,731.33
Interest Earned	43,494.52	85,000.00	-41,505.48
Rentals	162,888.17	550,546.00	-387,657.83
Fines and Costs	207,868.87	66,500.00	141,368.87
Other Revenue	38,200.27	86,450.00	-48,249.73
<b>Total Revenues</b>	<b>13,066,421.05</b>	<b>15,644,896.61</b>	<b>-2,578,475.56</b>
Requisitions Collected	2,147,101.12	2,155,987.00	-8,885.88
Requisitions Expended	1,217,859.86	2,147,524.00	929,664.14
<b>Total Requisitions</b>	<b>929,241.26</b>	<b>8,463.00</b>	<b>920,778.26</b>
<b>Net Revenues</b>	<b>13,995,662.31</b>	<b>15,653,359.61</b>	<b>-1,657,697.30</b>
Salaries, Wages and Benefits	2,576,641.38	6,369,473.04	3,792,831.66
Contracted Services	1,312,909.83	3,501,177.55	2,188,267.72
Materials, Supplies and Utilities	1,295,349.88	3,686,893.40	2,391,543.52
Bank Charges, Short Term Debt Interest and Credit Card Discounts	4,306.56	23,580.00	19,273.44
Debenture Interest	73,919.54	265,495.40	191,575.86
Community Support Grants & Donations	242,727.01	439,920.00	197,192.99
Other Expenses	23,219.92	61,770.00	38,550.08
<b>Total Operating Expenses</b>	<b>5,529,074.12</b>	<b>14,348,309.39</b>	<b>8,819,235.27</b>
<b>Net Operating before the undernoted</b>	<b>8,466,588.19</b>	<b>1,305,050.22</b>	<b>-7,161,537.97</b>
Gain/Loss on Disposal	0.00	0.00	0.00
Gross Recovery	0.00	2,000.00	2,000.00
Principal Debt Repayment	723,256.12	1,042,983.30	319,727.18
Transfers from/to Reserves	0.00	251,604.92	251,604.92
	<u>723,256.12</u>	<u>1,296,588.22</u>	<u>573,332.10</u>
<b>Surplus (Deficit)</b>	<b>7,743,332.07</b>	<b>8,462.00</b>	<b>-7,734,870.07</b>
Other Items Budgeted, Not Affecting Cash			
Amortization	433.91	2,802,930.00	2,802,496.09
<b>Net Income</b>	<b>\$7,742,898.16</b>	<b>(\$2,794,468.00)</b>	<b>(\$10,537,366.16)</b>



quarterly report for the second quarter ended June 2021