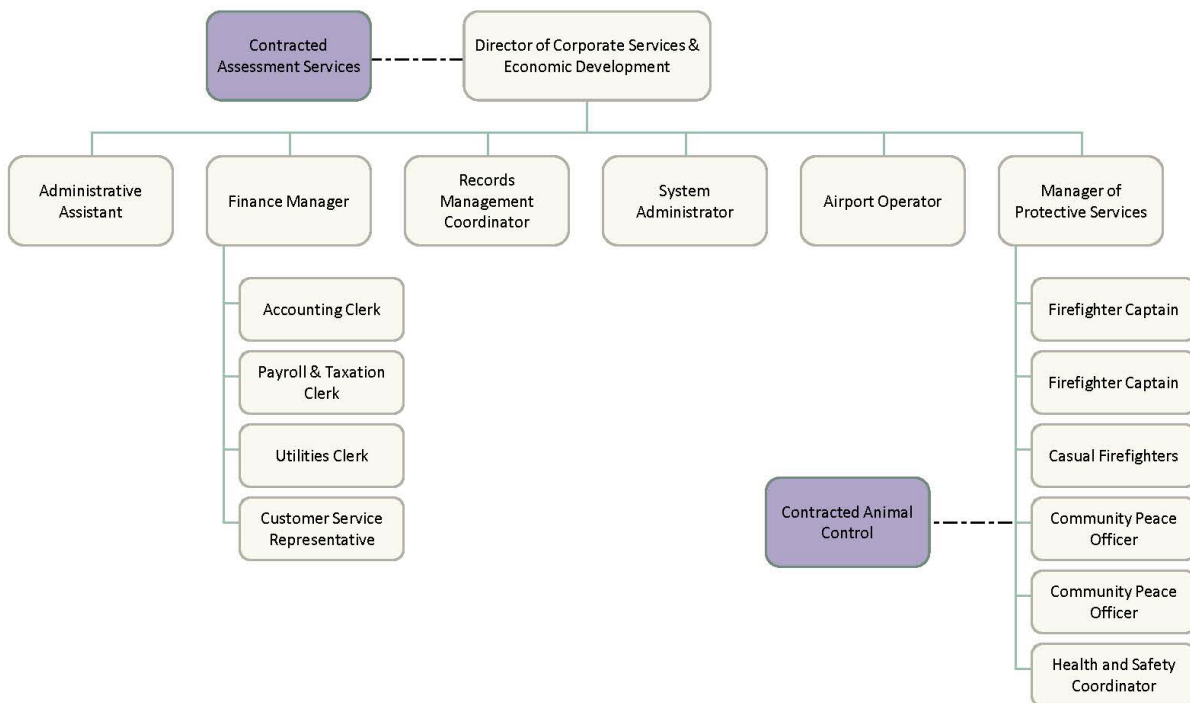


Corporate Services Department 2021 Annual Report

The department's role is to provide a variety of services to Council, residents, other Town departments, and other government agencies. The roles of the department are widely varied and include the following principal activities:

- Financial services,
- Information technology,
- Records management,
- Health and safety,
- Economic development,
- Airport maintenance,
- Fire protection, and
- Other protective services (bylaw, community peace officer, liaise with RCMP).



2021 Overview

This is the second year of the COVID-19 pandemic. The Town's work practices continue to evolve as the situation changes. Technology has played an important role as we conduct meetings through video conferencing, work remotely as needed, and look for ways to meet the customer's needs while operating as efficiently and safely as possible.

Staff shortages have been an added challenge for us. We are extremely fortunate to have a strong team at the Town Office. Many staff have stepped up to help cover any urgent or time-sensitive matters. Their assistance is greatly appreciated.

Going in to 2022, we will continue to navigate the effects of COVID-19 and work towards recruiting staff so we can operate at our full complement. We are excited to have a new Director starting in mid-January. They will be instrumental in setting the direction for the department to support Council's overall strategic plan.

Director

Airport

- Assisted in various aspects of the airport transition.
- On April 6th, the airport was officially transferred to the Peace River Regional Airport Association Limited (PRRAAL). Final approval from the federal government was received in early April. All requests concerning the airport are now being referred to the new organization.
- Continued to employ one Airport Operator to assist with the transition of airport operations. As per the agreement, this position will remain for one year after the closing date.

Bylaw & Policy Development

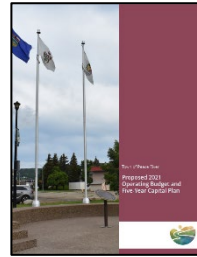
- Prepared debenture bylaws for Council's approval. Debentures for the following projects were issued in December:
 - Sand & Salt Shed - \$425,000
 - 103 Street Playground - \$75,000
 - Saddleback Park - \$300,000
 - Athabasca Hall Archives Storage - \$35,000
 - WWTP Clarifier Upgrade - \$1,360,000
 - Quint Aerial Apparatus - \$800,000
- Assisted with the preparation of Bylaw 2102, the Legislation Remediation Bylaw Part 1. It was adopted on July 12th and repealed 140 obsolete, inoperative, redundant, irrelevant, and otherwise ineffective bylaws.
- Managed the update of the Town's offsite levy rate model and worked with the Director of Engineering and Infrastructure and the Manager of Planning and Development to review and update the offsite levy bylaw and policy. Attended two open house meetings for developers and interested persons. The bylaw and policy were approved on July 26th.

Economic Development

- Assisted with the creation, presentation and approval of the Business Support Recovery Program in partnership with Community Futures and the Chamber of Commerce. The program focused on supports and coaching to businesses affected by the pandemic/restrictions.
- Assisted with reviewing options for an electric vehicle charging station in Peace River.

Finance & Budgeting

- Completed the 2021 Operating and Capital Budget, which was approved on February 22nd.
- Preparations for the 2022 budget began in the fall.
- Worked on finalizing federal and provincial grant claims for various capital projects.
- Attended a videocall with Minister McIver in June, regarding potential funding assistance for wastewater treatment plant projects. Also attended a provincial session on population estimates, to be used by the province for future population counts. This is important for grants or other funding where population is a factor in funding thresholds.
- Assisted with financial year-end work in preparation for the financial statements. Reviewed the 2020 Audited Financial Statement with MNP and met with Town directors to prepare a plan to implement the auditor's recommendations.
- Completed financial and statistical reporting to the province.
- Implemented the capital project module for Questica, our budgeting software, and began the process of getting project data entered.
- Conducted Questica training for finance staff, supervisors, managers, and directors.
- Worked on and submitted documentation to ATCO Gas for a franchise fee increase for 2022.
- Completed the Tax Rate Bylaw and assisted with the preparation of the annual property tax notices and accompanying informational insert.
- Reviewed property tax information, assisting on tax notifications and dealing with arrears on mobile home properties.
- Reviewed and presented the community organization property tax exemptions to Council for their approval.



Intermunicipal Collaboration Framework (ICF) Agreements

- Prepared information and statements for the ICF arbitration with the Municipal District of Peace No. 135. The hearing took place on October 6th. Contributions will be determined annually based on calculations specified in the arbitrator's decision. An ICF agreement was signed with the M.D. on December 21st.

Municipal Election

- Updated and posted the candidate information package for the municipal election.
- Appointed as the Returning Officer. Worked with the Substitute Returning Officer on preparations for the election, until staff left in August, at which time the Substitute Returning Officer assumed the role and duties.
- Planning for potential future pandemic conditions made the process much more complex. The venue was changed to accommodate potential pandemic measures.

- This election was the first election that municipalities had provincial ballots for the senate and referendum votes. The province provided a small grant to assist with costs for the additional work required.

Recruitment

- Worked with Human Resources to recruit various positions within the department including the Director of Corporate Services, Corporate Services Administrative Assistant, System Administrator, Community Peace Officers (2), Temporary Finance Manager, Communications Coordinator, and Customer Service Representative. Currently the System Administrator, Temporary Finance Manager, and Customer Service Representative positions remain vacant.
- Temporary staff have been hired to cover communications and some finance duties. Our former System Administrator continues to assist until a replacement is found.
- A Temporary Director was hired in August and worked with us until November. The new Director starts mid-January.

Other

- Worked with other staff in updating the Municipal Emergency Plan.
- Issued a Request for Quotations and finalized the photocopier replacement at the Town Office.
- Coordinated the research, preparation and issuing of the Request for Proposals for the Fire Department's Aerial Apparatus.
- Researched and submitted documentation to various parties regarding outstanding insurance matters.
- Facilitated updates to our general insurance schedules. Prepared and submitted documentation for pollution liability insurance.
- Worked on various legal and FOIP matters.

Records Management

Administration

- Provided administrative assistance as needed.
- Provided cover-off as needed, including preparation of Council agendas and minutes on CivicWeb, monthly reports for Council, and internal meeting agendas and highlights.
- Assisted with preparing Council orientation binders.
- Assisted the Temporary Director of Corporate Services with updating our general and EIL insurance, drafting debenture applications, and various administrative tasks while the Administrative Assistant position was vacant.

Development

- Attended six Municipal Planning Commission (MPC) meetings, prepared six agendas on CivicWeb, seven minutes, and six briefing notes to Council related to adopted MPC minutes.
- Downloaded and filed annexation documents available from Municipal Affairs.

Finance

- Updated the Fee Schedule to April 27, 2021.
- Printed and filed the year-end assessment roll and the annual assessment roll.
- Assisted with filing of assessment appeals and preparing fee refunds for withdrawn appeals.

- Assisted the Director and Temporary Director with the Community Organization Property Tax Exemption Regulation (COPTER) program. Prepared a list of applicants, calculated and applied credits for approved organizations, prepared letters to be mailed with the property tax notices, prepared and submitted the annual advertisement, organized and filed applications received, followed up on additional information needed for 2022 tax year, and drafted a report to Council for a new application.
- Prepared letters throughout the year for outstanding invoices on tax certificate (tax class) and general (standard class) receivables. Sent approved accounts to the collection agency.

Records Management

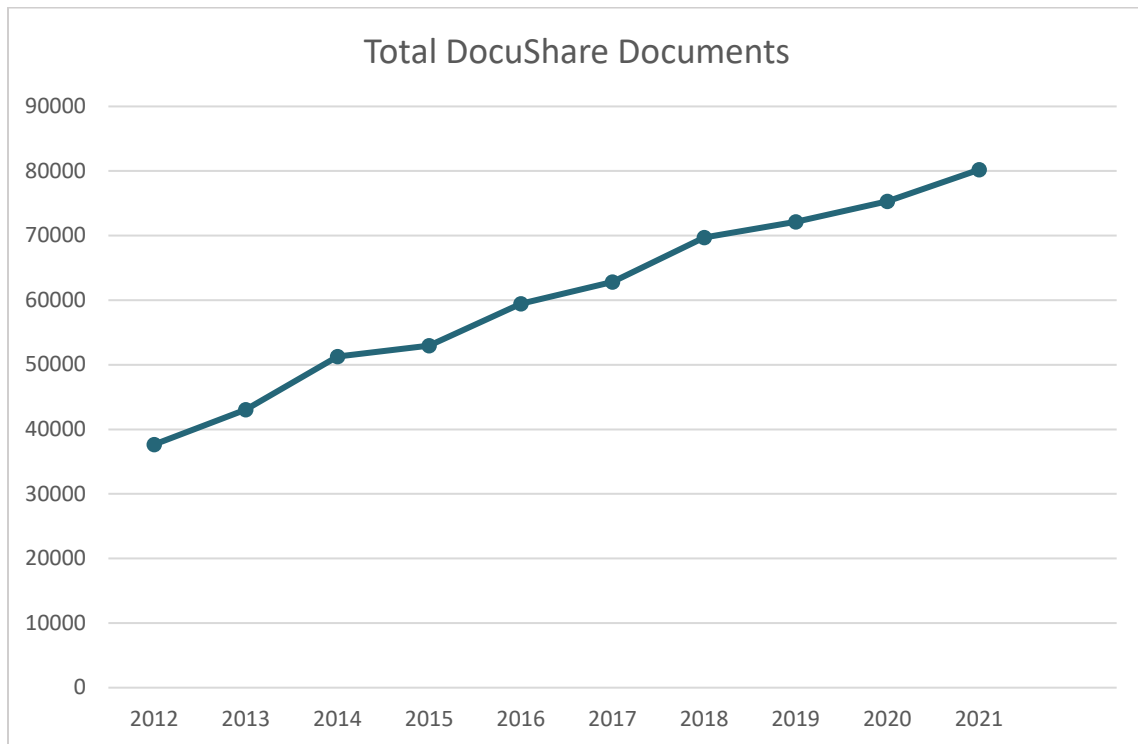
- Completed scanning and uploading of various records throughout the year.
- Set up capital project and related financial asset files for 2021.
- Assigned twenty-eight bylaw numbers. For comparison, the number of bylaw numbers assigned in previous years are as follows: 2020 – fifteen; 2019 – twenty-four; 2018 – twenty-five; 2017 – twenty; and 2016 – twenty-one.
- Assigned/updated numbering for seven directives and twenty-two policies. For comparison, the number of directives and policies numbers assigned/updated in previous years are as follows: 2020 – fourteen directives and nineteen policies; 2019 – three directives and nine policies; 2018 – thirteen directives and seven policies; 2017 – eight directives and sixteen policies; and 2016 – five directives and nine policies.
- Updated various orientation and training manuals related to DocuShare and combined multiple filing and information guides into one Filing Key.
- Overall, eight positions were trained relating to DocuShare and/or filing. For comparison, the number of positions trained in previous years are as follows: 2020 – four positions; 2019 – six positions; 2018 – ten positions; 2017 – eight positions; 2016 – seven positions.
- Provided feedback on the museum’s Transfer of Records Policy when it was being reviewed.
- Three destructions were completed: Finance destroyed fifty-one boxes of finance records; and Corporate Services destroyed eighteen boxes of airport records (two separate destructions). Destructions were completed in accordance with our Records Retention and Disposition Bylaw.
- The Archivist transferred miscellaneous airport records to the museum.
- Continued working on the Bylaw Project. The project involved scanning and indexing bylaws, identifying bylaws which could be repealed, and making bylaws available to the public. One repealing bylaw has been completed. Another repealing bylaw is expected, once departments finish reviewing older bylaws that do not appear to have been repealed. All bylaws are now available to the public through our CivicWeb site.

DocuShare Statistics

- DocuShare is our electronic records system. It is an ongoing work in progress as we have a considerable number of records to review and digitize or destroy as per our Records Retention and Disposition Bylaw.
- Net number of collections and documents on DocuShare (creations minus deletions), based on comparison of DocuShare server statistics from Jan 11, 2021 to Jan 10, 2022 are listed below. Overall, a net number of 4,914 documents were digitized in 2021 by designated staff.

Type of Object	Net Number of Objects as of Jan 11, 2021	Net Number of Objects as of Jan 10, 2022	Increase or Decrease (-)	Percentage Increase or Decrease (-)
Collection (File Folders)	6477	6546	69	1%
Document	75290	80204	4914	7%

Collections are the digital folders that contain the other object types, including documents. Documents are scanned or digital records.

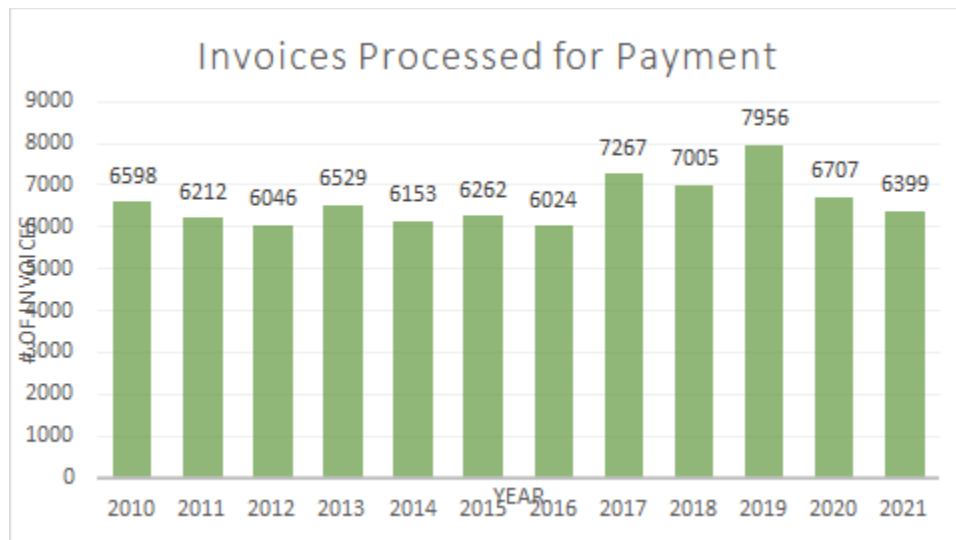


System Administrator

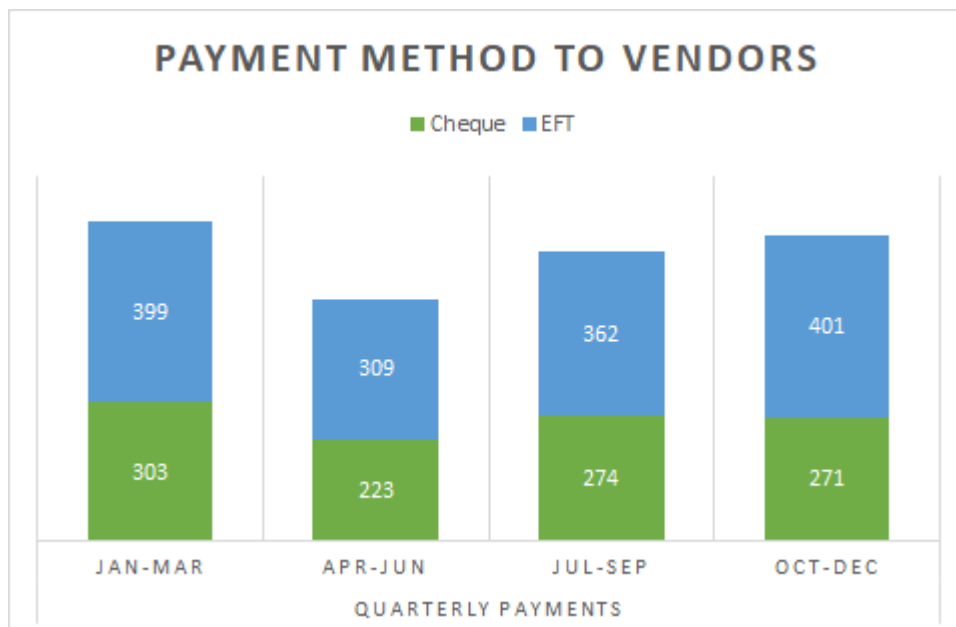
- Processed the Diamond Year End Payroll Update. Issues with the update related to T4s required a subsequent patch.
- Worked on Diamond printing issues.
- Worked on annual renewals for various software contracts.
- Assisted the Water Treatment Plant with annual reports.
- Worked on water/wastewater communications issues with Bell and GE.
- Completed networking equipment upgrades for the Water Treatment Plant.
- Updated the AV System at Baytex Energy Centre with the AV contractor.
- Worked on Council Chamber IT upgrades.
- Worked on ECC and visitor door badges.
- Equipped Fire Hall 4 and PRFD Command Trailer with new PCs and VPN tunnels.
- Worked on the GIS project with other staff. Imported 2020 assessments to the public GIS web map.
- Reviewed our printing needs at the Town Office for a machine replacement.

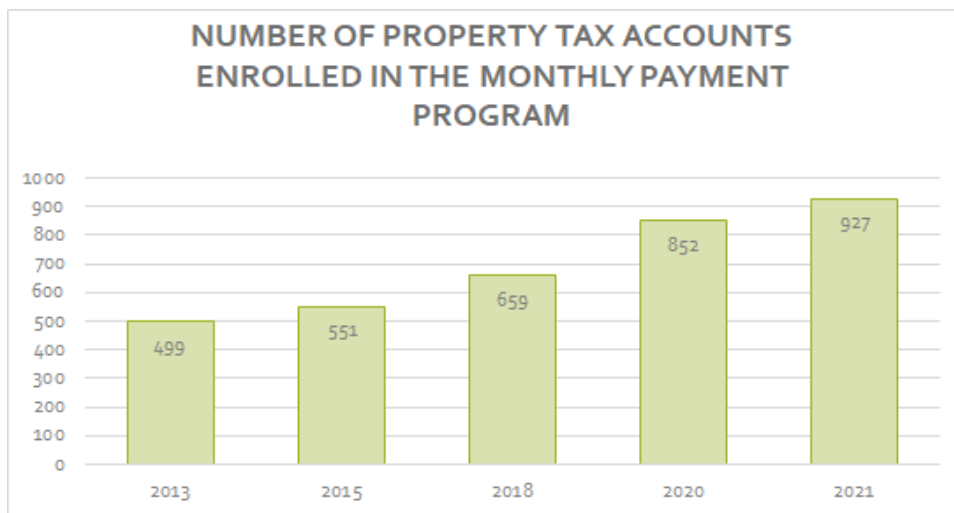
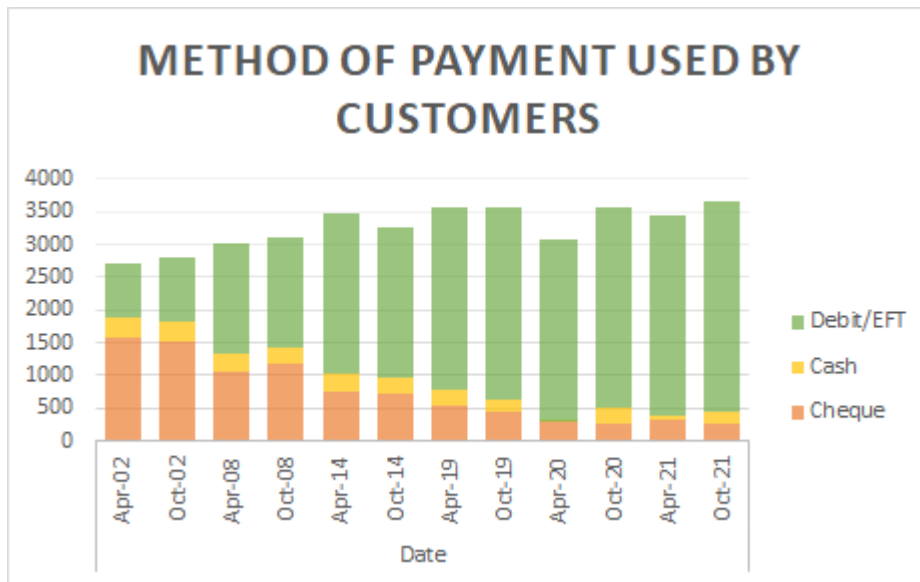
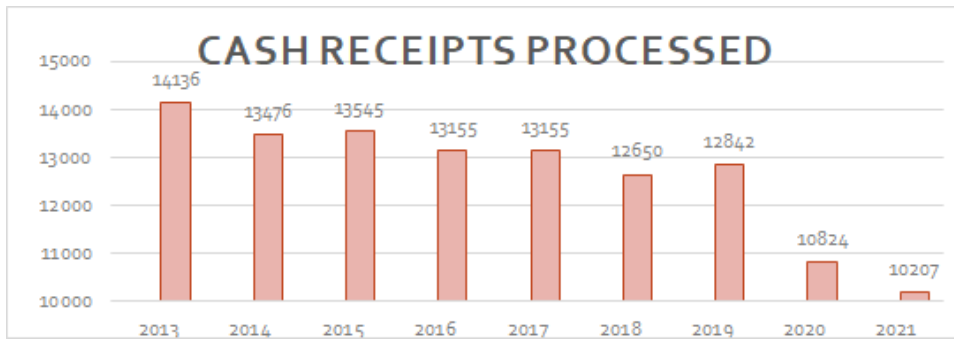
- Assisted with the RFQ for printer replacement and prepped the building for installation of a new unit.
- Began the analysis with our Communications Coordinator to plan our website rebuild project.
- Worked on sanitizing some files on the website and doing some SEO cleanup. Completed malware/security updates and optimization on the website and rebuilt some of the plugins.
- Performed website postings and updates.
- Prepped and began deployment of Windows 10 21H1 Image to PCs.
- Completed other IT items for the organization as needed.

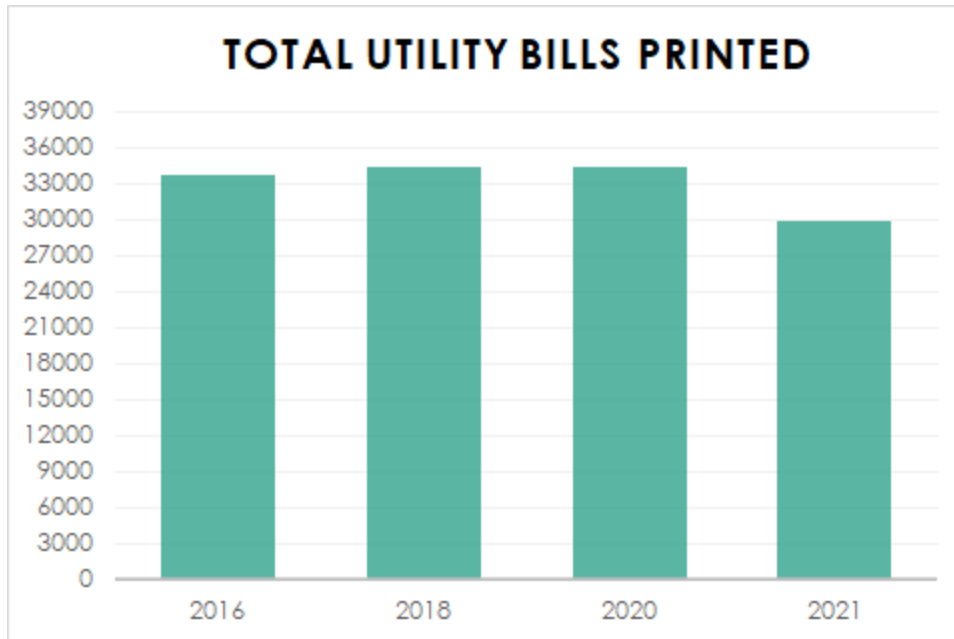
Financial Services



*The increased number of invoices processed for payment in 2019 can be partially attributed to wildfire assistance/reception centre costs.







Total Number of Utility Accounts Registered for Email Billing	467
Total Number of Utility Accounts Enrolled in Automatic Payments/Direct Debit	282

Peace River Fire Department (PRFD)



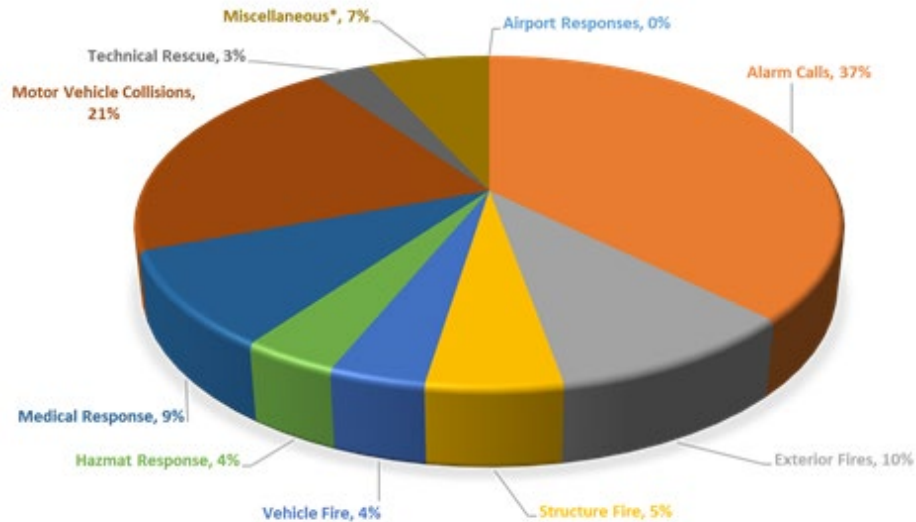
Call Statistics

YEAR - 2021

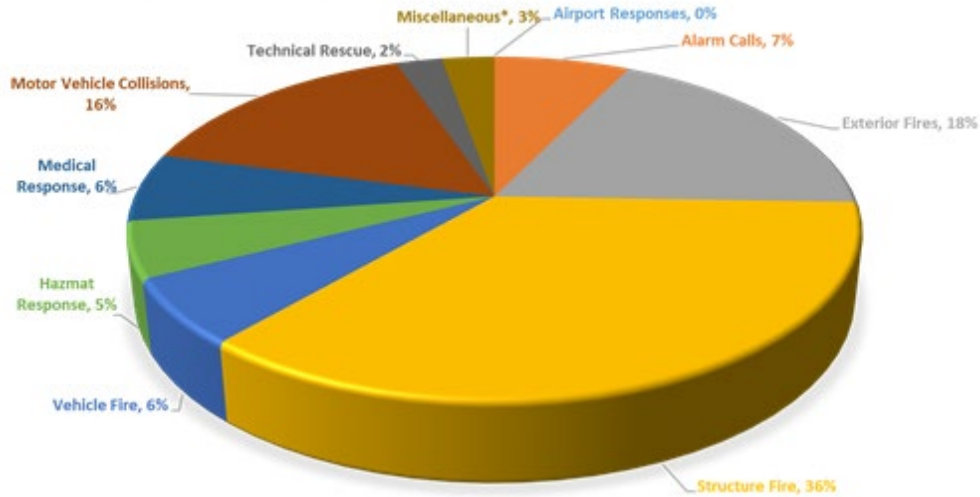
Type of Call	Number of Calls					Number of Man Hours				
	# of calls / location			Total Calls	% of Calls	# of hours / location			Total Hours	% of Hours
	P R	CNL	MD 135			P R	CNL	MD 135		
Airport Responses				0	0%				0	0%
Alarm Calls	96	3	1	100	37%	98	4	1	103	7%
Exterior Fires	18	5	3	26	10%	104	34	125	263	18%
Structure Fire	9	4	1	14	5%	423	67	23	513	36%
Vehicle Fire	3	5	2	10	4%	39	28	21	88	6%
Hazmat Response	9	1		10	4%	73	2		75	5%
Medical Response	25			25	9%	92			92	6%
Motor Vehicle Collisions	42	11	3	56	21%	165	47	12	224	16%
Technical Rescue	7		1	8	3%	31		4	35	2%
Miscellaneous*	18			18	7%	40			40	3%
TOTALS:	227	29	11	267	100%	1,065	182	186	1,433	100%
	85%	11%	4%	100%		74%	13%	13%	100%	

*Miscellaneous includes: Floods, Power Lines Down, and Service Calls etc.

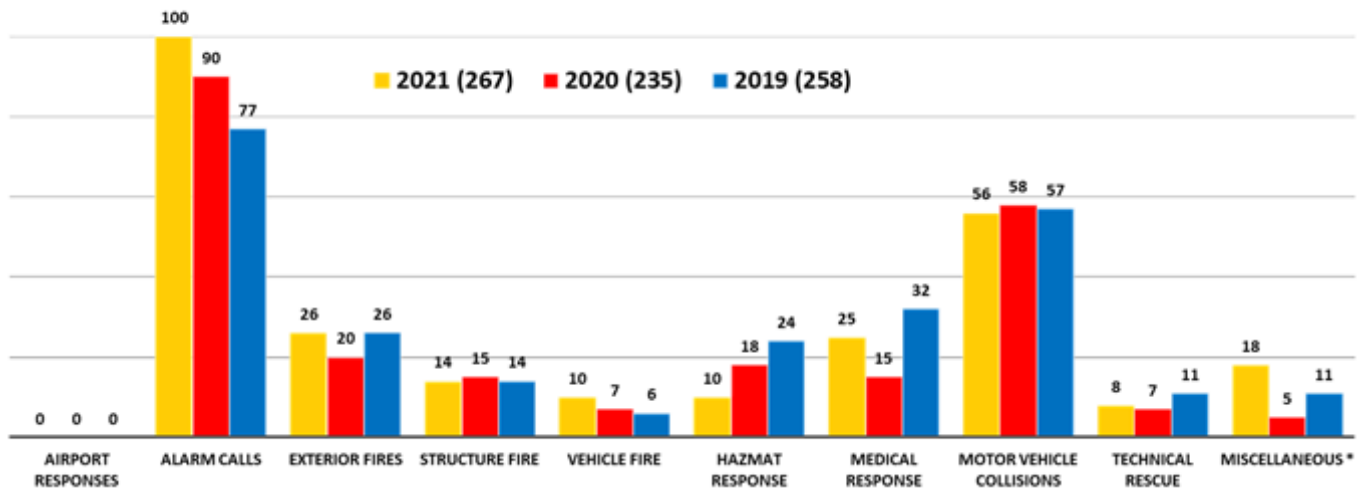
FIRE DEPARTMENT - # OF CALLS 2021



FIRE DEPARTMENT - # OF MAN HOURS 2021



FIRE DEPARTMENT - # of CALLS 2021 - 2019



- In 2021, the PRFD responded to **267** calls involving **1,433** man hours.

Significant Calls

Fires

- Structure fires can include anything from a burning pot on a stove to a fully involved structure.
 - Major structure fires included:
 - A car dealership body shop on the west hill
 - A 2-storey closed business on Main Street in Peace River
 - A closed business on 101 St. in Peace River
 - A garage fire in the County of Northern Lights
 - Other structure fire responses included:
 - A chimney fire in the County of Northern Lights
 - A fire in the hog tower of a local pulp mill

- A grease fire in a hotel kitchenette in Peace River
- An attic fire in a residence in the County of Northern Lights



- Vehicle fire responses can involve smoke coming from an engine to fully involved vehicles.
 - Fully involved vehicle fires included:
 - A truck fire on Highway 2 near the airport
 - Three transport trucks on fire at a business in the Weberville area
 - Two vehicle fires in the downtown core in December





- Exterior fires (grass/wildland)
 - In April, crews responded to several grass fires including 4 calls in the evening of April 24th after crews had spent the day conducting hazard reduction burns around town. The fires, which were unrelated to the control burns, were all controlled with no structures affected.
 - In May, crews responded for a major fire between Shaftesbury Trail and the Peace River near Strong Creek Park. Strong winds were moving the fire quickly but actions by the crews prevented the fire from crossing the highway and spreading further west. No structures were affected.
 - In July, crews assisted other local departments in extinguishing a wildfire at the Peace River Correctional Centre.



Motor Vehicle Collisions (MVCs)

- In 2021, the Fire Department responded to 56 MVCs in Peace River and surrounding areas. This is a similar amount to the previous two years.
 - The majority of the MVCs involved crews assessing for and mitigating hazards, controlling traffic, and removing debris and oil from roads.
 - Crews also performed extrications and assisted with medical care.



Other Incidents

- Other types of Fire Department responses included:
 - Hazmat responses which include responses for carbon monoxide alarms, fuel spills, gas leaks and other hazmat responses
 - Crews responded over a couple of days in November for an unknown chemical that was left behind in a rental residence after tenants had moved out. PRFD worked with the local RCMP and Provincial Clandestine Lab Team to safely remove the product.

- Responses for monitored fire alarms – both commercial and residential
 - The majority of residential alarm calls were from smoke from cooking
- Searches for missing persons
- Technical rescues including river, ice, and elevator rescues
 - Crews responded a couple of times in May for river rescues, one for a report of a person thought to be in the river and the second for a dog being carried downriver. Both incidents were resolved successfully.
 - A crew from PRFD quickly responded to report of a person stuck on a steep section of the riverbank in the south-end of Peace River in November. A rope was quickly deployed to the patient, who was pulled to safety.

Training

Tuesday Night Training

- 2021 continued to be a challenging year for the Fire Department’s training schedule. With the continued COVID-19 restrictions, training took place, when possible, with restrictions in place to follow health guidelines such as masking, distancing, and sanitizing. Training was conducted in cohort fire hall groups (split between Peace River and County of Northern Lights Fire Depts.) at times to limit interaction amongst all members of both departments at the same time. This would help in that if one group had a COVID contact, not all the departments’ members would be affected and required to isolate, thereby not completely debilitating the departments’ abilities to respond to incidents. At times, training was also conducted virtually via Zoom.
- Training that was conducted (either in-person or virtually) included:
 - Basic firefighting skills
 - Live fire training
 - Wildland operations
 - Water shuttle operations
 - Pumping operations
 - Driving skills
 - Ice rescues
 - Medical skills
 - Vehicle extrications (MVCs)
 - HAZMAT operations
 - Technical rope rescues
 - Radio communications
 - Town and rural mapping
 - Radiation training
 - Airport operations
 - Command Officer training
 - Annual fitness test

Other Training

- As with the regular training, a lot of scheduled training courses, workshops, conferences and other in-person events were cancelled in 2021, including the annual Peace Regional Fire Conference (Northern HEAT).
- Some provincial and national fire conferences were conducted in a virtual format, though, allowing participation by some staff.

Fire Prevention

- As in 2020, the COVID-19 pandemic restrictions greatly affected the department's involvement with the public in fire prevention activities in 2021:
 - To reduce contact with people, the Fire Department reduced, as much as possible, the number of fire inspections etc., that were conducted, though there was a continued demand for Occupancy Load Certificates with the government's announcement of restricted capacities for businesses based on the fire code limit.
- Most public education events also did not occur in 2021 including:
 - School visits and Fire Hall tours
 - Annual Fire Prevention Week Open House
 - Trade Show, Seniors Fair etc.
- In April, department members conducted hazard reduction burns in areas of town to reduce the prevalence of grass fuels and create gaps to slow the spread of a wildfire entering town in those areas.



Community Events

- Whilst some of the community events that the Fire Department participates in were cancelled in 2021, the department was able to serve the community in several ways including:
 - Canada Day fireworks
 - Light up the Park (hot dogs and fireworks)
 - Santa Claus Parade
 - Marine rescue standby for the Paddle the Peace
 - On hill rescue standby for the Miserable Miles race
 - Drive-up birthdays for centenarians
 - School bus safety awareness
 - Deliveries to seniors
 - The department assisted the Town's Seniors Services by delivering gifts for the Adopt-a-Grandparent and Seniors Week programs.

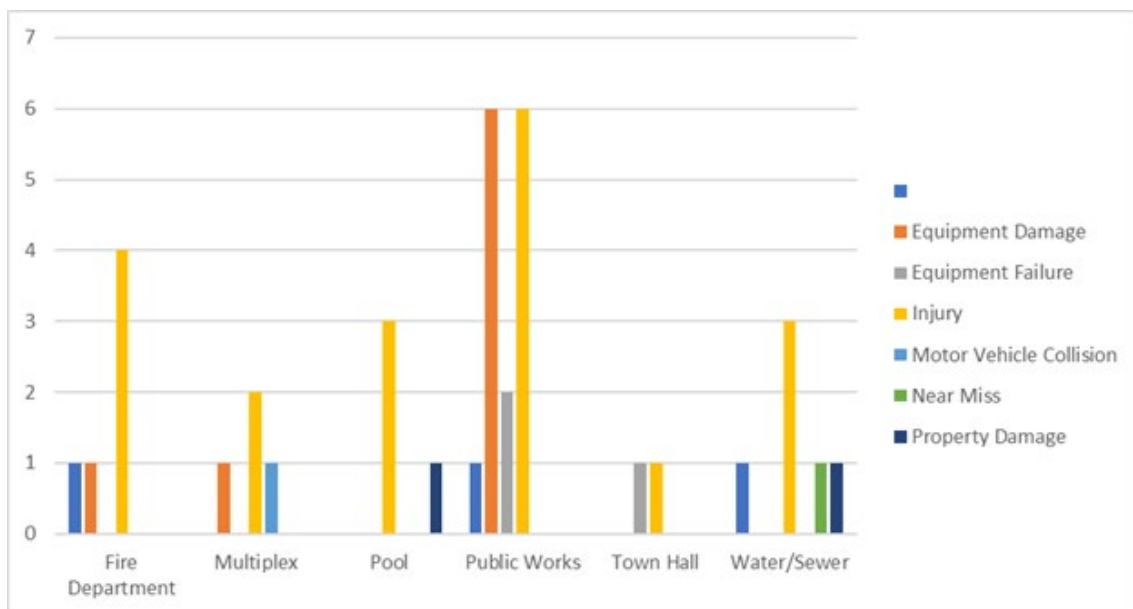


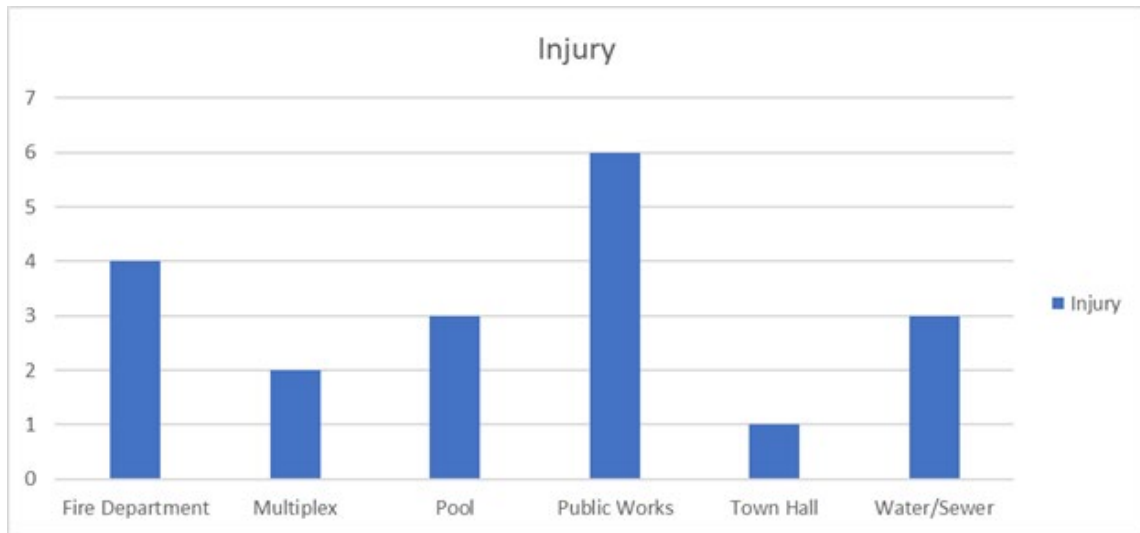
Health and Safety Coordinator

Initiatives

- Various health and safety meetings throughout the organization
- Created joint health and safety meetings
- Part of the ECC team for the Town's COVID response
- Involved with Municipal Emergency Plan update
- Responsible for and maintained COVID PPE supply and budget
- Assisted with election voting
- Point of contact for the COR maintenance audit
- Incident investigations
- Updated directives

Safety Incidents for 2021

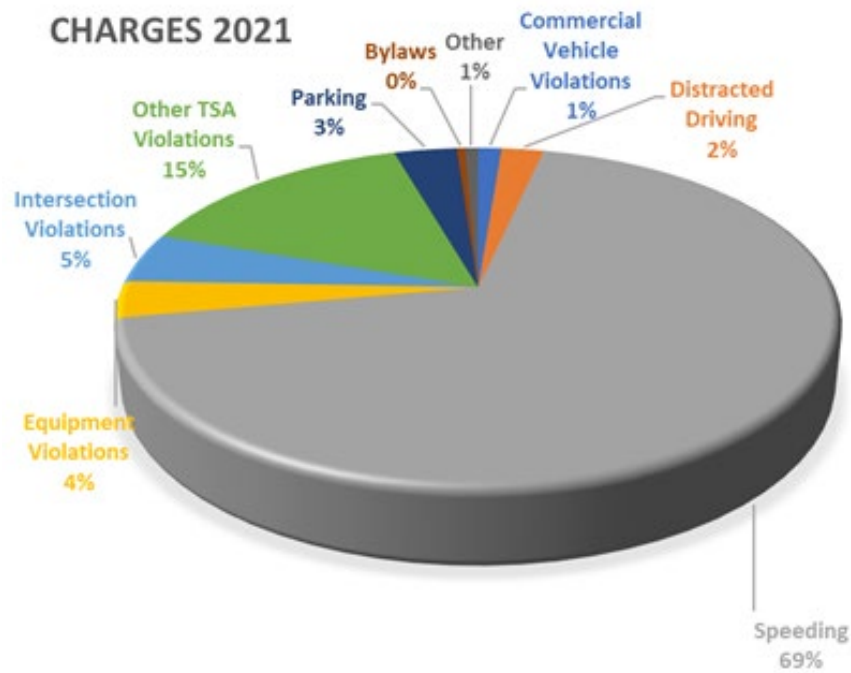




Community Peace Officers

- 2021 saw some changes in the Community Peace Officers (CPOs) employed by the Town, with some periods of vacancy and reduced staff. At the end of 2021, though, the Town was back to a full complement of two full-time Level 1 CPOs and two casuals Level 1 CPOs.
- Community Peace Officers provide education and enforcement services for the Town regarding the Town Bylaws and the following Provincial Statutes and Regulations:
 - Traffic Safety Act
 - Gaming, Liquor and Cannabis Act
 - Provincial Offences Procedure Act
 - Tobacco, Smoking, and Vaping Reduction Act
 - Petty Trespass Act
 - Trespass to Premises Act
 - Environmental Protection and Enhancement Act
 - Provincial Offences Procedure Act
- Whilst the focus for the most part was on traffic issues and bylaw complaints (parking, unsightly premises, sidewalk snow removal, etc.), the officers were also tasked in the first part of the year with education and enforcement regarding the Face-coverings Bylaw (while it was in effect) and the Provincial Health Orders in relation to the COVID-19 pandemic (while they had those powers of enforcement – currently not in place).

Type of Violation	Charges		Warnings	
	2021		2021	
	#	%	#	%
Commercial Vehicle Violations	9	1%	28	3%
Distracted Driving	16	2%	12	1%
Speeding	492	69%	102	10%
Equipment Violations	25	3%	106	11%
Intersection Violations	34	5%	16	2%
Other TSA Violations	109	15%	200	20%
Parking	24	3%	59	6%
Bylaws	3	0%	443	45%
Other	5	1%	21	2%
Total	717	100%	987	100%





Case Reports	2021	
	#	%
Calls for Service	134	62%
Commercial Vehicle Inspections	3	1%
Assist Fire Dept.	3	1%
Assist RCMP	7	3%
Assist Other (EMS, Public)	12	6%
Impaired Driver	2	1%
24 Hour Suspension	1	0%
Arrest for Public Intoxication	3	1%
Federal Log Book Violations	1	0%
Collisions	4	2%
Covid-19	44	20%
Other	2	1%
Total	216	100%

- In enacting compliance with Town Bylaws, the CPOs focused over the summer months on unsightly property issues and in the winter months of 2021 on sidewalk snow removal. In the majority of cases, compliance was achieved after an initial warning was given.

Bylaws	Tickets		Warnings	
	2021		2021	
	#	%	#	%
Animal Control	0	0%	3	1%
Face Covering	0	0%	151	31%
Noise	0	0%	3	1%
Parking	24	89%	59	12%
Sidewalk Snow Removal	3	11%	222	46%
Taxi	0	0%	0	0%
Unsightly Property	0	0%	43	9%
Total	27	100%	481	100%