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**TOWN OF HIGH LEVEL  
DEPARTMENTAL REPORT  
FINANCIAL SERVICES  
July & August 2020**

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**Accounts Receivable**

Outstanding balance as at **July 31, 2020: \$338,289.97**

Outstanding balance as at **August 31, 2020: \$294,052.93**

Greater than 91 days outstanding (included in August total): **\$203,229.31**

*78% of the total balance (\$228,992.09) is due to one customer; they have been contacted to look at pre-authorized payment arrangements.*

Of that balance, \$166,319.54 has been outstanding for greater than 91 days.

**Taxation**

Outstanding balance as at **July 31, 2020: \$411,821.21**

Outstanding balance as at **August 31, 2020: \$326,289.02**

Arrears as at **August 31, 2020: \$100,194.34**

**Utilities**

Outstanding balance as at **July 31, 2020: \$212,254.99**

Outstanding balance as at **August 31, 2020: \$209,512.65**



# Town of High Level

## Monthly report to Council

July and August 2020

### Administration and Finance

#### CAO

Transitioned Director of Finance and Administration position. Bid farewell to Carolyn Zenko and welcomed Jeri Phillips.

Worked with Boreal Housing on the opening of Mackenzie House and on political issues arising with the Heimsted Lodge.

Assisted Hayley Gavin with planning and review of the Land Use Bylaw rewrite and modernization.

General development inquiries and permit applications.

Met with the Chief of Staff for Alberta Education to discuss Multiuse Facility concept and project. Also met with Infrastructure Canada and Infrastructure Alberta. Assisted Community Services with selection of prime architect for Multiuse Facility.

Took vacation from July 20 to 27.

COVID-19: Kept abreast of developments with COVID. Assisted with planning for Town facility reopening and communications to the public. Developed a Face Covering Bylaw for Council review.

#### Finance

Preliminary 2021 Equalized Assessment was received and Town of High Level is listed as follows:

Residential/Farmland 2021 vs 2020

232,128,159	228,009,134	1.81%
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Non-residential 2021 vs 2020

155,395,705	161,512,945	-3.79%
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Machinery & Equipment 2021 vs 2020

55,970,170	41,032,240	36.41%
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DRP Update - Project 1.1 (Emergency Services) and Project 1.3 (Mutual Aid) are two out of the three that will be ready for submission next week. Project 1.8 (Mutual Aid-County of GP and City of GP) are not ready for submission until rates are reconciled with AEMA.

July there was new POS terminals integrated in the office through Global Payments; new features including 'Tap' and online payment processing making it more efficient for users and staff.

## **IT**

IT systems have been stable for the months of July and August with no critical disruptions to operations. The Meeting Owl is in use and proving to be a great addition to our ability to engage with the public during these socially distanced times. Potential capital projects for 2021 are being investigated, including the provision of high-speed broadband and improvements to the IT infrastructure in Council Chambers, Room 110, and Room 150.

## **HR**

The Director of Finance and Administration vacancy has been filled and we are pleased to welcome Jeri Phillips to the team. One new vacancy has been created by the resignation of one of the Wildland Urban Interface Team members and we wish Zachary Thibodeau every success in his future endeavours. The short-term nature of this position may make it a challenging position to fill. Most seasonal staff will be finishing their employment terms in early September. There are currently two protected positions being covered by acting staff.

## **Communication**

### **July**

July was another busy month in terms of Town and COVID-19 messaging. On top of regular COVID reminders, 38 community message projects were created. Highlights included the HLFD recruitment campaign lead-up (We posted weekly activities by the HLFD prior to sending out recruitment messaging). July also saw the first presumptive case of COVID in High Level, and with it a flurry of messaging involving reinforcement of mask wearing, hand washing, and social distancing. Work began on community messaging around the Face Coverings Bylaw as well as the introduction of the Meeting Owl for broadcasting Council meetings.

### **August**

A major project in August involved work around the Town's Draft Face Coverings Bylaw No. 1012-20. A survey designed with the help of IT and the Summer Intern resulted in a very large public response; the subsequent survey results included more than 80 pages of information. There was increased media interest around this issue. Additionally, the Town's Facebook page was closely monitored due to the level of emotion in the community – it was a balancing act to provide a space for local residents to engage in discussion on the issue while ensuring comments remained respectful.

## **Health and Safety**

In July and August, there were 11 reported incidents. Of these, six were damage, one First Aid (no WCB), two close calls, and two hazards.

Safe Work Practices and Procedures have been revised. Uploading safety data sheets (SDSs) to the Town's online SDS Management system has begun, and is slated for completion and implementation by the end of September.

The third quarter general health and safety meeting was held on August 26<sup>th</sup>. Focus on the meeting involved review of the updated Administrative Directive 44-20 COVID-19 Protocol, and managing stress. Organizational attendance for the meeting was 89 per cent. The Health and Safety Committee reviewed and made changes to the Administrative Directive 10-98 Protective Clothing. Implementation of the Directive will come into effect upon Director review, and when the Human Resources policy revision is approved. The Committee closed out one new employee concern.

COVID-19: Job hazard assessments (JHAs) strictly dealing with COVID have been created and sent for review for all staff. Administrative Directive 44-20 COVID-19 was revised in accordance with an OHS request, to include wording directly stating that employees are to self assess at home prior to coming to work (this process was in the Directive, however it was more implied than it was explicitly stated). Safety supplies for disinfecting surfaces, hand sanitizing, and personal reusable masks were obtained and distributed amongst the Towns facilities and employees.

### **Municipal Secretary**

The Municipal Secretary is heavily involved in Day-to-day Administrative tasks and extensive Bylaw and Policy research.

In July and August, the Municipal Secretary continued work on the Municipal Accountability Program review – a voluntary internal review of our municipal processes and procedures re mandatory legislative requirements.

### **Community Services**

The rink board contract was awarded, the old boards were taken out, and the new ones slated for install the first week in September. The contract for the multiplex prime architectural consultant was awarded. Banners of remembrance were ordered (14 in total) and will be arriving the third week in September. We were able to host a slo-pitch ball league this year, on Tuesday and Friday. We are in the process of developing guidelines for opening the arena for ice sports, working with user groups, and all provincial and federal legislation.

### **Arena /Parks**

Arena staff had been continuously pumping out pooling water at the corner fence of Bjornson Park, due to excessive rain. Excess water inside the playground area under the pea gravel has also been pumped out to the road weekly.

Ball diamond bleachers at Community Park and behind the arena have been maintained. All rotted and broken boards have been replaced with new ones. Most boards have been repainted and staff will continue to get the rest when time permits. Ball diamond backstops at Community Park and behind the arena were repaired with fence ties.

During rainy days, curb stops were installed at the Museum. The holes where the old curb stops were placed was covered with topsoil. The entrance door placed landscape gravel and wood chips were laid along the pathway in front of The Big Red Chairs.

## **Pool**

The pool has been open with drop in swims, family swims, lane swim, and rental for July and August. There attended for July and August, with a total of \$4,700 in sales, including merchandise.

We had Occupational Health and Safety review all policies and procedures as related to COVID 19 and how policies, job hazard analysis, job hazard identification, and provincial guidelines have been interpreted and developed to ensure the safety of the staff.

Grass crew was comprised of mostly pool staff and returning pool staff. With the amount of rain we have received this year, it made maintaining the town's green spaces a bit of a challenge but they rose to the challenge and helped keep our town beautiful. The majority of the staff have stepped down from the crew to further their education with the exception of three that will continue until snow flies.

## **Events, Programs, and FCSS**

Family Community Support Services continued with our virtual programming we held an art attack and gave out 120 Pokémon bags in partnership with Mackenzie network. Our COVID assistance line also continued to assist with grocery, mail, bank, and food bank pick-ups.

We ended the summer with the Flying Bob Circus Camp activities that 114 people attended.

We held Awesome Adventures day camp from July 6th to – Aug. 21st, in total we had 84 youth attend.

## **Tourism/Museum**

The Mackenzie Crossroad Museum and Visitor Centre had very successful July and August with 578 visitors and \$5967.79 in sales.

## **Operations**

I have been continuing to work on various capital projects and working with local utilities to provide routing options for new service line in and around High Level.

The proposals for the Bushe River / Town of High Level Wastewater Treatment Feasibility Study were reviewed and the Dene Tha will be awarding the project after a final review by ISC.

The Ag Society relocation project is near completion with final landscaping and Power installation remaining. The abnormal amount of rain continues to create delays with the landscaping work.

The Bushe River Water Line was tendered and construction is expected to be completed by the end of the year.

The design of Gateway Boulevard is near completion and should be ready to review in mid to late September. We have included an option for a Sanidump facility as part of the overall design.

The 92nd Street water main connector to the Bushe River Water main was designed and tendered for pricing. An additional water main and fire hydrant were included in the tender to provide water and fire protection to the Richardson Pioneer Site.

## **Airport**

The administrative tasks completed include Human Factors and SMS training, review and update of Wildlife and Apron Safety Manuals. Three-year equipment replacement funding plans were submitted to ACAP as part of their annual requests.

The new Airport Operator has completed his Radio Operator (ROC-A), AVOP, HF, SMS and for equipment, he has been trained in reporting (AIM and TRACR), Loader, and all 3 John Deere tractors for cutting

Runways and taxiways have been crack sealed. The broken windows in the terminal were replaced. Milling use for onsite tenants such as CanWest, Delta, Flight Fuels, and Forestry and Operations. The millings projects improved the overall appearance of parking lots, roads, or areas around hangars, shops, and tanks. ACAP document filled out for big future planning and projects.

Basement flooding in the terminal and PAPI light issues due to abundance of rain. We also have a lot of standing water in the grass airside.

The movements and numbers were down this year due to lack of fires and than normal amounts of rain. Forestry operations have slowed with the cleaned up the tanker base and Electra and all helicopters ending their season.

## **Public Works**

The Public works staff worked on improving the alleyways with millings and general grading. The lot next to the kennels surveyed and a variety old building materials and concrete was moved back onto the adjacent property owners land.

Forestry staff assisted with the removal of trees along the east side of the new Senior Lodge and public works hauled the brush to the old land fill area by the fire lot to be burnt this fall. Dechant mulched down the stumps and remaining light brush.

Multiple dead trees were removed around town this year and the stumps ground down. The 100 Avenue access tree will be removed this fall and the holes filled until spring.

Drainage issues have plagued the industrial area with crushed and plugged culvert ends. One other issue is the heavy growth of vegetation – including large areas of cattails – that blocks the flow of water along the ditch bottom.

GIS surveying was completed and included, water, sewer catch basins, manholes curb corners culverts and all the cemetery pins and features.

The hydrovac pump failed and was out of service for three weeks awaiting parts and repairs. The mechanics serviced and CVIP inspected three Fire units and five Operations units.

## **Utilities**

Lead testing was performed throughout community in July and August; approximately 45 samples were collected from residences and commercial properties. The results will be sent out to each of the

participants the data will be used to determine if further sampling is required and in which areas there may be issues.

Two PLC cards, which control the automated portions of the treatment process, failed and required some of the backup systems to be shutdown until parts arrived. We have since added key PLC cards to our critical parts inventory.

The Chlorine Dioxide system decommissioned after testing and crated up for return. The testing program has shown that Chlorine Dioxide has minimal effect on the reduction of organic content in our water source.

Powdered carbon jar testing was undertaken to investigate the potential use in the overall reduction of organic matter.

The Granular Activated Carbon change-out produced noticeable increases in taste and odour during the system was shutdown. Annual Hydrant flushing was planned to follow the change out to eliminate those issues.

The Ultra sonic algae transmitters have been replaced at in the Raw Water Reservoir at the treatment plant.

## **Protective Services**

### **Community Policing**

In August 2020, High Level Peace Officers conducted 76 investigations, and received 49 calls for service to the dispatch service.

There were 35 arrests and 39 illegal alcohol and cannabis seizures. Peace Officers conducted several complex traffic safety investigations including four separate files resulting dozens of charges, two arrests and the seizure of four vehicles. An investigation by Peace Officers on the August long weekend resulted in Peace Officers arresting a male, recovering a concealed, loaded, and stolen restricted firearm as well as a large quantity of crack cocaine.

# **OLD BUSINESS**