



## CHIEF ADMINISTRATIVE OFFICER'S REPORT

### CAO – CORPORATE SUPPORT

#### Public Participation Events

<i>Event</i>	<i>Date</i>
2021 Budget – Phase 1; online survey	Sept. 8 - 23
MDP public hearing – submissions are being accepted prior to meeting	Sept. 14
Additional details can be found at <a href="http://www.okotoks.ca">www.okotoks.ca</a> in the Municipal Government / Public Participation Section	

### COMMUNITY SERVICES

Attach.

A summary of upcoming Programs & Events, Culture & Heritage Activities and Environment & Sustainability Activities, and a list of outcomes from the previous week's activities are included.

### CORPORATE & STRATEGIC SERVICES

#### Town of Okotoks 2021 Budget Consultation – Phase 1

Administration launched the first of two public engagement activities for Okotoks residents to participate in determining the 2021 budget. The first phase is an online survey, available September 8-23, that will assist Council in reviewing the 2021 budget guidelines.

The first public engagement is a check-in on the financial impact that COVID-19 has had on residents and what that means for the types of Town services they will need in 2021. In Phase 2, residents will be asked to make more specific choices on how to adjust service levels to meet their needs while maintaining a balanced budget.

The first survey results will be presented to Council at the September 28, 2020 Regular Council Meeting. The second phase will begin in October.

More information and the survey link can be found at [www.okotoks.ca/Budget2021](http://www.okotoks.ca/Budget2021).

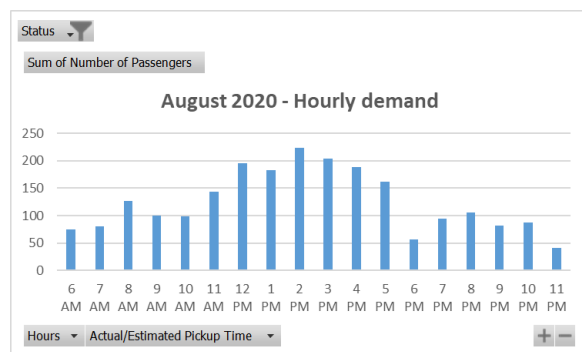
## 2019 Annual Report

The Town of Okotoks Annual Report, which has been delayed due to the COVID-19 pandemic, is now complete and has been published on the Town's website at <https://www.okotoks.ca/2019-Annual-Report>. It provides an overview of the Town's financial position and financial activities for 2019 as well as highlighting many accomplishments from the strategic priorities established through the 2018-2021 Strategic Plan. This is the first time the Town has modeled the report based on the Canadian Award for Financial Reporting Program (CANFR) offered through the Government Finance Officers Association (GFOA).

As a result of these new reporting standards, the 2019 Annual Report will include the complete audited financial statements for the first time (rather than being published separately). The digital copy, published on the Okotoks.ca website, will be the main resource for the community, with a limited amount of printed copies available at the Municipal Centre and Okotoks Library by Thursday, September 17.

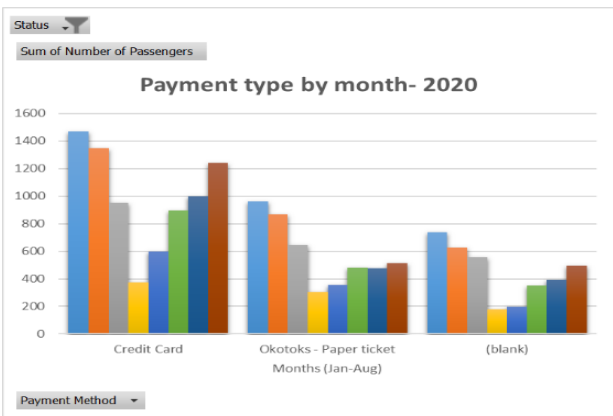
## Okotoks Transit

August transit demand increased by 17% over July, resulting in 2,249 passenger trips. Small adjustments to vehicle supply and trip windows continue to be made on a weekly basis to manage increasing demand. It is likely that September will show further growth as schools open, and this trend will probably continue through the fall as cooler weather arrives. Hourly demand trends continue to show a distinct bell shape curve, in contrast with what one would expect from traditional transit use. Maximum vehicle supply (3 vehicles) is currently on the road over the peak daytime periods to accommodate demand. The reasons behind the changed demand are currently unclear and, if the trend continues, may require community engagement to understand what is driving the trend, and how this can assist with future decision making. We will be monitoring to see if trends change in September with school and potentially less working from home occurring.

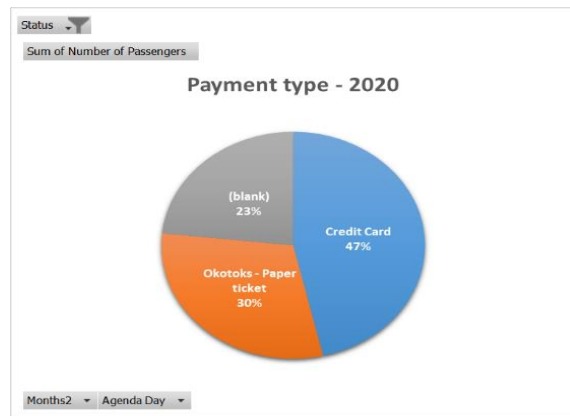


It is worthwhile at this stage of 2020 to examine some payment data. The graphs below illustrate a stronger preference for credit card payment via the App as transit demand has grown since April. It is interesting to note that paper tickets have shown very minor growth during the same period. It is likely that the slow growth in paper tickets is largely due to a preference for electronic payment, but also due to COVID-19. Bulk e-ticket purchases (represented by "blank" in the graphs) show stronger

growth than paper tickets yet remain limited, perhaps indicating a preference to keep cash in hand over potential longer term savings from discounts. Contactless electronic payment types (credit card and bulk e-ticket) account for 70% of transit revenue in 2020 to date.



Note: (blank) represents bulk e-ticket payment.



## FINANCE & SYSTEMS SERVICES

### Property Taxes and Utilities Deferral Update

#### Property Tax Payment Deferral:

- 3 properties cancelled TIPP completely and have stated they are unable to pay due to Covid-19 – 2 are residential and 1 non-residential
- 4 properties opted to defer their TIPP program, that have been reinstated September 1
  
- 2019 - Total unpaid property taxes at the end of August was \$2.0M (this number does not include outstanding TIPP payments)
- 2020 - Total unpaid property taxes at the end of August was \$2.2M (this number does not include outstanding TIPP payments).
- Percentage wise:
  - o 2019 had a total amount of 5% in unpaid taxes
  - o 2020 had a total amount of 5% in unpaid taxes
  
- 2019 Tax rolls with unpaid taxes – 1,015 (Total taxable rolls = 11,422)
- 2020 Tax rolls with unpaid taxes – 986 (Total taxable rolls = 11,426)
  
- Conclusion:
  - o 2020 outstanding taxes are higher than 2019 at the end of August
  - o There will be a reduction in the penalty interest earned in the range of \$50K-\$70K by year end
  - o Approximately 850 property owners took advantage of the deferral program (paid their accounts in July-August)

#### Utility Payment Deferral:

- 9 accounts cancelled pre-authorized payments due to deferral and had 167 additional accounts sign up for pre-authorized payments by the end of August 2020
- 2019 – Total unpaid utilities at the end of August was \$250K (arrears utility customer accounts were already transferred to property taxes before the end of August)
- 2020 – Total unpaid utilities at the end of August was \$566K (due to COVID-19 we deferred transferring \$287K of utility customer accounts to property tax rolls. These transfers will occur in September)
- 2019 – Transferred a total of \$343K to property taxes for April-August (\$158K for April, \$185K for August)
- 2020 – Deferred transferring \$279K to property taxes for April-August. This amount will transfer to property tax roll #'s in September
- Conclusion:
  - o Unpaid customer accounts have increased in 2020 by \$316K from 2019 due to the deferral of transfers to property tax roll #'s
  - o Taking into consideration \$287K would have been transferred if we had not implemented the deferral program, the unpaid total would have been \$29K higher than 2019.
  - o There will be a reduction in the penalty interest earned in the range of \$40K-\$50K by year end

## **INFRASTRUCTURE & OPERATIONS**

### Transportation Services

#### Capital Projects

As part of the Town's 2020 approved capital projects, various transportation capital improvement projects will commence in September and October. Projects include:

- 1) Riverside Parking lot expansion and improvement – this project will expand the existing parking lot into underutilized space which will allow for significant parking improvement within the Riverside Park area. The project is scheduled to start in early September. Additional parking lot amenities (fencing, parking delineation features, misc. landscaping, etc.) will be completed in spring 2021.
- 2) Sheep River Park parking lot paving – this project involves applying asphalt surfacing to the existing gravel parking lot within Sheep River Park. Once completed, painted stalls will be added including barrier free consideration along with seasonal speed bumps within the newly paved surface. This project is scheduled to commence after October 1 once the Lions campground is closed for the season. The parking lot will be closed to all non-essential vehicles during construction.

All projects are scheduled to be substantially completed by end of October. Public communication specific to each project will be message to the community using standard communication channels.

### 2020 Memorial Banner Project

As a continuation of the 2019 memorial banner project and working again with the Royal Canadian Legion (Okotoks Branch), the Transportation team this fall will hang memorial banners in our community. Due to the success from the 2019 program, the 2020 program has grown substantially from 17 banners in 2019 to 49 banners in 2020. As a result of the growth in the program, banners this year will also be on display along Milligan Drive in addition to all of Veterans Way. Installation will start approximately third week of October and the banners will remain on display until the first week of December.

### Waste Services Update

#### Garbage Stats

The Town experienced an increase in solid waste disposal in the first half of the year with organics reporting the highest change for the period reported on. The graph below shows the six (6) month comparison.

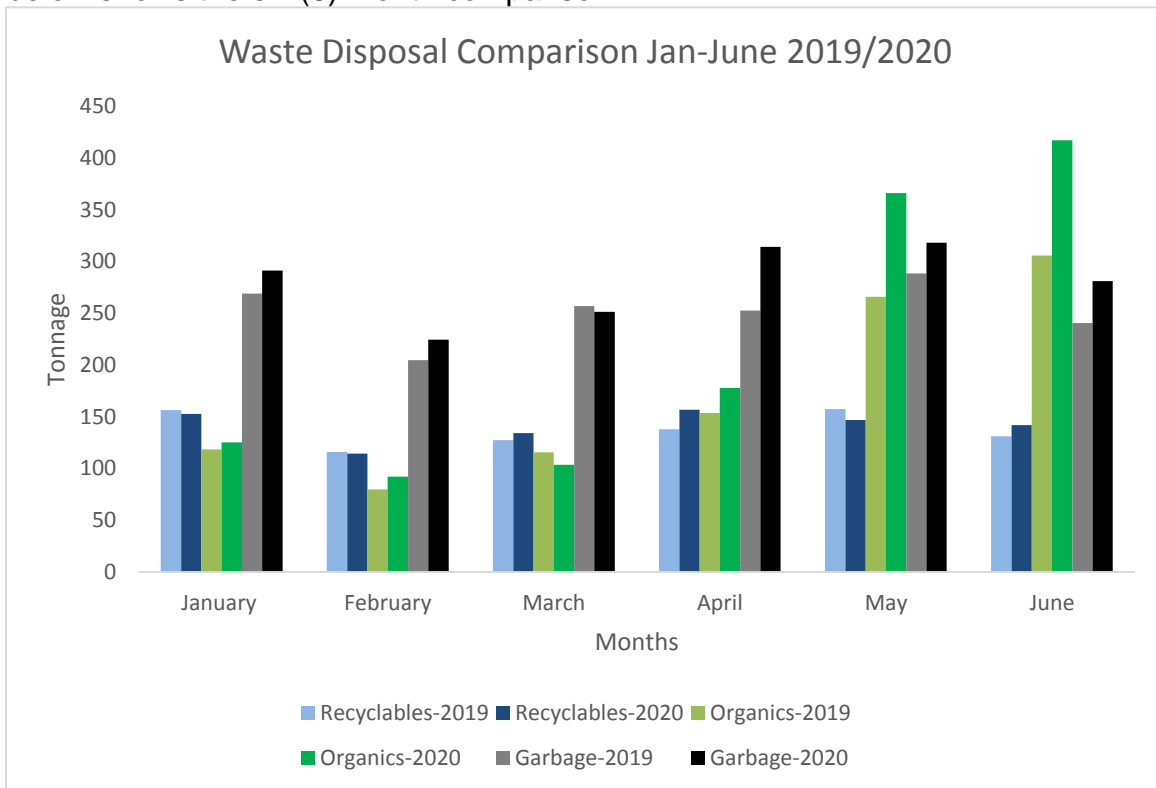


Figure 1 shows the six month comparison for waste disposal

### Alberta Recycling Management Authority (ARMA) – Expanded Electronics Recycling Program

This program was launched September 1, with the addition of approximately five hundred (500) new items that are accepted. This two-year electronics pilot project could see an additional 24,600 tonnes of electronics recycled through the program and will add additional jobs and economic impact to Alberta. The pilot project will be providing \$155 per tonne in funding for the pilot material collected to participating municipalities (collection sites).

The environmental benefits as outlined by ARMA include:

Reduction in the volume of electronic waste entering landfill and incinerators.

- Reduction of landfill space required, providing land use benefits for surrounding communities.
- Potential opportunities to reduce the need to mine raw materials by introducing a life-cycle approach to reuse existing extracted raw materials.
- Increased public awareness of waste management initiatives in recovery and recycling to incentivize voluntary recycling.
- The Town has utilized the local print and electronics media to promote this pilot program in addition to the work done by ARMA.

### Black Diamond & Turner Valley Garbage Pilot

Okotoks has provided garbage collection services in Black Diamond and Turner Valley communities with few reported issues. Administration from all three communities will be providing a full report to Councils at the end of the pilot project.

## Water Services

Below is a summary of the 4<sup>th</sup> billing cycle (June 16 - August 15). A slight increase is noted in residential consumption in tier 2 and 3, which align with the warmer dry weather experienced during this period.

The Institutional, Commercial and Industrial (ICI) sector consumption continues to be lower due to facility closures and limited capacity in open businesses.

Cycle 4 Residential Water Usage 2019 - 2020					
Consumption Comparison (m3)	2019		2020		Difference (m3)
	June 16-Aug 15	Percent of Usage	June 16-Aug 15	Percent of Usage	
Tier 3	42,120.49	12.7%	49,559.55	13.5%	7,439.06
Tier 2	81,909.17	24.7%	97,217.57	26.6%	15,308.40
Tier 1	177,125.73	53.3%	184,493.85	50.4%	7,367.92
Multi Consumption	30,859.39	9.3%	34,806.99	9.5%	3,947.61
Total Residential Usage (m3)	332,014.78	100%	366,077.77	Difference (m3)	34062.99

Cycle 4 ICI Water Usage 2019 - 2020					
	2019		2020		Change in Usage 2019/2020
	June 16 - Aug 15	Percent of Usage	June 16 - Aug 15	Percent of Usage	
INST	5,860	7%	4,811	8%	-1049.306
NRES	62,850	71%	47,569	74%	-15281.576
TFAC	13,716	16%	9,172	14%	-4543.548
TOWN	5,842	7%	2,547	4%	-3295.69
Total (m3)	88,268.74	100%	64,098.62	100%	-24170.12

## PROTECTIVE SERVICES

Our Protective Services Team wants to remind our community that school has now resumed and it is very important to use extra caution when travelling through school zones.

Municipal Enforcement also wants to remind our community that the exemption to park trailers in their driveway to support COVID isolation efforts comes to an end September 30. Residents requiring assistance with isolation needs will be supported through our Emergency Social Services Team.

### Emergency Operations Center

Our workforce remains stable and all areas of critical and vital services are 100% operational. Currently we are reporting no confirmed cases of COVID-19 with any of our staff.

As of September 10, currently in Okotoks we are sitting at 4 active cases. This number has remained relatively consistent despite some fluctuating numbers Provincially.

We have transitioned very well into deploying our mandatory masking requirements for all Town operated facilities and transit vehicles. Our community is also showing growing signs of masking in other public businesses such as grocery stores.

Prepared by:  
Elaine Vincent  
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September 10, 2020