



2020 Annual Report

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Message from Mayor

On behalf of Edson Town Council, I'm pleased to present to you the 2020 Edson Annual Report.

There is no denying that 2020 was another challenging year. The COVID-19 Pandemic created the need for some difficult Council decisions to be made for the safety of our community, as well as the future recovery of Edson's business sector.

Some of those measures included an emergency budget to reduce tax burdens for our residents and businesses, setting up a small business loan program, tax incentive programs, and a residential construction incentive program to help build up Hillendale Phase II.

But it's not all doom and gloom. Edson's Council is very excited for what the future holds. As we start to come out of the pandemic in 2021, there are many positive things happening in and around our community.

Throughout 2020 and into 2021, Council has invested dollars to help bolster our local infrastructure and facilities. This includes major funding for roads and stormwater infrastructure, as well as moving forward with upgrades at Vision Park, our trail system, and towards the future Recreational Multi-Use Facility being built with Yellowhead County.

The Edson region remains very busy as well with many major projects being launched in the area. The new Cascade Power Plant is taking shape, as well as major construction relating to the TMX and TC Energy Pipelines.



Edson Youth Council had another strong year in 2020. While the group saw some changes with the way meetings took place through COVID, all members were very active in discussing challenges facing youth and their perspectives on the various policy issues Council is working on. The Town of Edson is very well positioned with these Youth as our future leaders.

While 2020 was a challenging year, I know that Edsonites are resilient, tough, hard working folks, and I know we will come out of this even stronger.

Stay safe and stay healthy Edson!

Mayor Kevin Zahara



Message from CAO

I am very pleased to help introduce this year's annual report.

My name is Christine Beveridge and I started as the Town of Edson's Chief Administrative Officer in June, 2021. With over 20 years of municipal government experience in positions across Alberta, I plan to bring a fresh perspective and new ideas to continue to move our great community forward.

Edson has set itself apart as a forward-thinking organization. I believe in building a strong collaborative relationship with council, staff, and the community and will continue to foster practices of transparency, trust, innovation, and creativity.

While I was not yet a part of the organization in 2020, from an outside perspective, the Town of Edson has done an incredible job working its way through a very difficult situation.

The pandemic has been a challenge for all municipalities and the Town of Edson's Council and Administration have done an amazing job keeping our citizens as safe as possible while maintaining service levels and planning for recovery. This will be extremely important over the next few years as we continue to face new challenges and start to get back to normal operations. Prudent planning and out-of-the box thinking has put our community in a good place moving beyond COVID-19.

With a new Regional Multi-Use Facility on the horizon, there are some exciting times ahead. While there may be difficult decisions ahead as well, you have my commitment that our team at the Town of Edson will continue to strive for excellence in quality and level of service to our residents, and that we'll do so with the community's best interest at heart.

Please take the time to review this document for an overview of what the Town has accomplished through 2020 to advance the strategic directives provided by the Town Council, as well as our current financial status.

CAO Christine Beveridge

Communications

In 2020 we saw some big challenges for communications as we worked our way through the COVID-19 Pandemic. With more and more people working from home, and more indoor gathering restrictions, the Town of Edson had to shift in the way we communicated to the public, especially for Council and Committee Meetings.

In general, communication was ramped up through the Emergency Coordination Centre to push out local and Provincial information about COVID-19 and related safety protocols and restrictions. This included daily data updates through our website and social media.

In April, Edson Town Council meetings shifted to a hybrid of Zoom and in-person meetings as Provincial restrictions meant the public and media were not able to attend in person. Early in December, with local and Provincial cases spiking, more restrictions were put in place and the meetings were shifted fully to the Zoom platform with Council also calling in from separate locations.

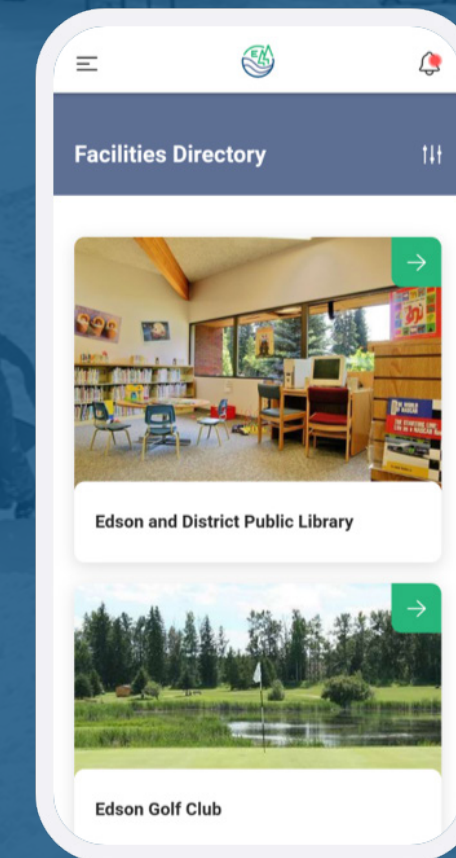
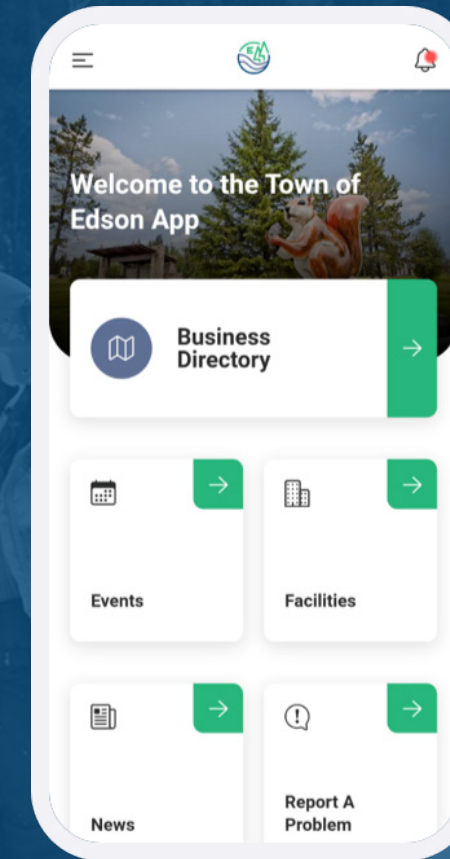
Through all these changes, Communications and IT were able to make the necessary adjustments and no meetings were missed. The media and public were also given the opportunity to continue to participate in the meetings online.

On top of the pandemic communications, work continued on evolving our website and mobile application to better connect with the public.

The Communications department is focused on ensuring an open dialogue, both to our residents, and from our residents. We are constantly working on improving engagement to be able to inform citizens about what's going on in our community, as well as be able to hear citizen concerns and issues.

2021 Objectives

1. **Website Updates**
2. **Promotional Videos**
3. **Mobile App Upgrades**
4. **Report-a-Problem System Changes.**



Community Services & FCSS

Community Development Team

Our Community Development team encompasses the coordination and delivery of programs and events in recreation, arts, culture, neighbourhood initiatives and Family Community Support Services (FCSS) for all ages. It was critical for us to shift into virtual programming and find creative ways to engage our community this year.

2020 Highlights

- FCSS worked hand in hand with the Provincial Government and community partners to roll out COVID relief grants to support our most vulnerable residents throughout the pandemic.
- FCSS partnered with Reflections to launch the Meals on Wheels program
- Our Hometown Hero program recognized 30 individuals who made meaningful contributions in our community.
- The third Edson Youth Council started in October with 11

members. They found creative ways to volunteer and engage the community throughout this challenging year.

- Neighbourhood leagues were developed to foster a sense of belonging and encourage meaningful connections amongst neighbours.
- Our leisure assist program was developed to make Town programs more accessible to all residents.
- Eddie's Big Run celebrated it's 11th anniversary with a smaller, virtual event.
- A community mural was completed at the new dog park and we hosted a drive-in movie in June.
- We provided interesting items in our trail systems such as themed decorations and stencils to boost community spirit and encourage active living.
- 12 Days of Elf-ness was created to help lift holiday spirits and encourage kindness.
- Our team is using the Kinsmen Shack as a programming space, and have begun renovation of Griffiths Park Centre to create a community hub for programs.
- Our mascot Eddie became a local celebrity and participated in many events such as Eddie's Nutty Challenge and parades.

PROGRAM AND EVENT NUMBERS

365+

Taxes completed through FCSS Community Volunteer Income Tax Program

1,390+

Households reached through FCSS activity bags

710+

Step It Up participants

200+

Attended Chinese Lantern Festival

300+

Youth attended YIA events

95+

Eddie's Big Run participants



The Edson and District Public Library underwent many changes in 2020. In mid March the library was closed due to the pandemic. While the library was closed there was a change in management and a fresh direction set. In spite of being opened then closed again; the library started a program for contactless pick up of materials so that service

to the community could continue at least in part.

Digital Edson

In April of 2020 the library opened up its Wi-Fi so that no password was required. The Wi-Fi extends into the parking areas at the front and back of the library and even a short way into the park. In 2020 a total of 5,376.10 GB was used by over 14,000 Wi-Fi patrons.

Digital use by the Edson community has resulted in the Edson library being chosen as a beta test for several digital initiatives. The newest being the relaunch of the TracPac App (which allows patrons to manage their accounts and use electronic resources with greater ease from their mobile device) and the "Click and Collect" feature for holds.

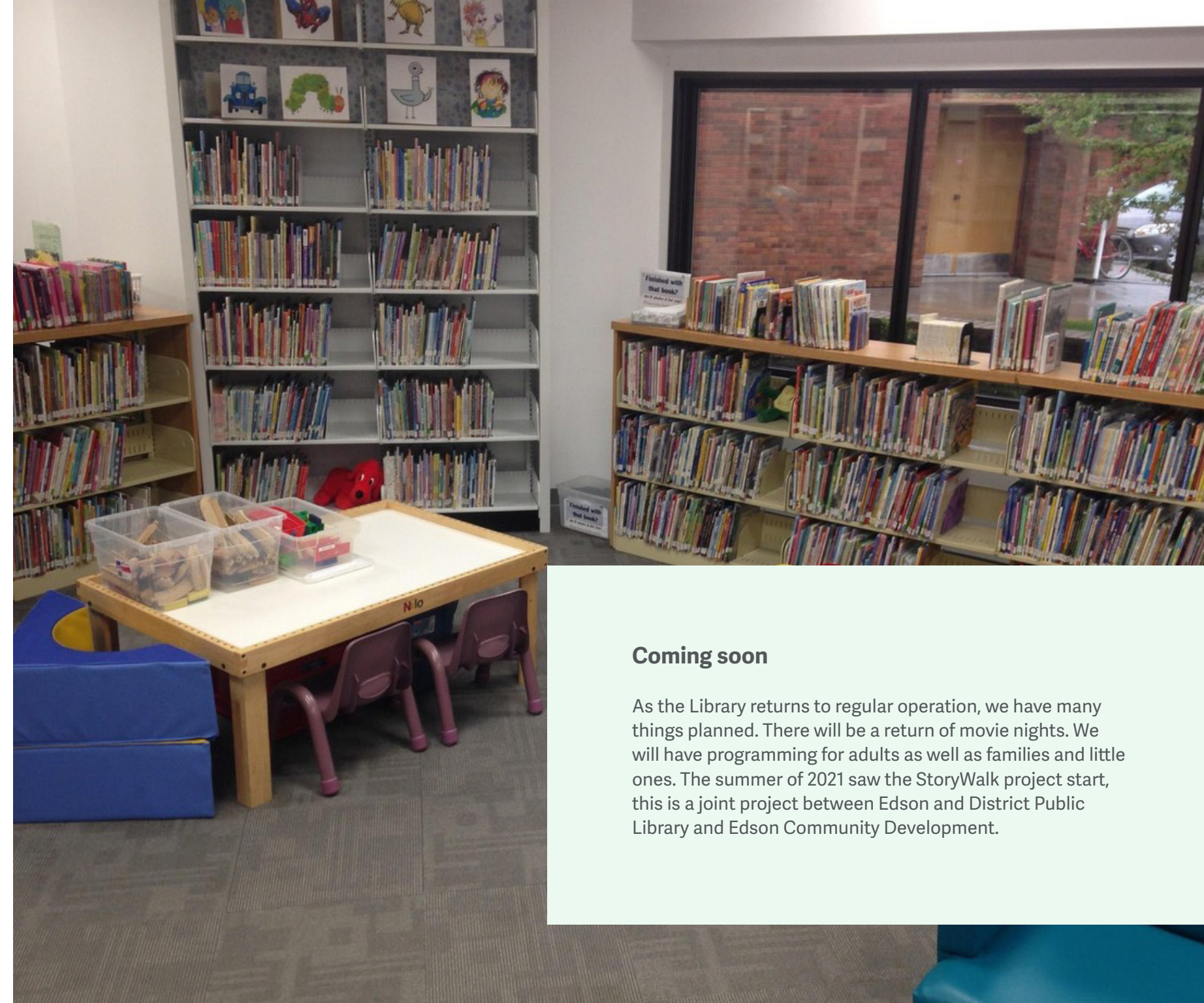
In February of 2020 the library received a donation from TC Energy, Strike, OTS and their employees. Together they

gave \$19,075.00 for after school programming. Assuming recovery continues, we hope to start that programming in the Fall 2021.

Changes in Our Space

During the closure, staff took advantage of the time to change how series are shelved at the library. Now when browsing you find series are all shelved together and the number the book is in the series is right on the spine label. Now if you know you want book three in the series but are not sure what the title is you can see at a glance which one you want. Also, if you are thinking of starting a series, it is easy to know which book is book one!

When entering the space, you will notice several new rolling display shelves throughout the library. We have also taken the time to widen our aisles, all of our aisles are now accessible! We also added 42 more shelves to the collection space. Staff took the time to weed our collection making more room for new material that patrons are demanding.



Coming soon

As the Library returns to regular operation, we have many things planned. There will be a return of movie nights. We will have programming for adults as well as families and little ones. The summer of 2021 saw the StoryWalk project start, this is a joint project between Edson and District Public Library and Edson Community Development.

Recreation & Culture (Repsol)

Repsol Place is one of the busiest year-round locations within the Town of Edson. This recreation facility consists of two ice surfaces, an aquatic center, rental rooms, concession, skate sharpening service, and a common area. Repsol Place believes in and is committed to promoting a healthy vibrant community. Repsol Place is responsible for booking all Vision Park Ball Diamonds, Soccer Field. We are also home to one JR hockey team, 22 Men's hockey teams, 19 Minor hockey teams, 2 Oldtimers teams, 2 Pond hockey teams, 1 Ladies hockey team, a Figure Skating Club, and a Swim Club organization.

Did You Know?

- The Main Pool is completely serviced every two years. From draining, maintaining, refilling, to ensuring the pool water balances perfectly. This process takes anywhere from 4-6 weeks before we can reopen.
- To install one sheet of ice takes five days. From cleaning the dry pad, pebbling & flooding the ice to hand painting & papering all lines, circles, and creases right up until the final flooding and leveling of the /ice surface.
- Edson's ice resurface has an airbrushed paint job donated by Top Choice Autobody and chrome wheels donated by Patterson parts making it one of a kind.

Parks & Facility Maintenance

2020 was a busy and challenging year for the Parks Department. COVID-19 meant extra work for the Parks staff with enhanced cleaning of our public spaces, all while under a reduced workforce. The Parks staff responded with a "can do" mindset of public service and played a crucial role in keeping park facilities open to the public during COVID-19

The Trans Mountain Pipeline construction impacted Vision Park, with nine of our ball diamonds being entirely or partially removed. Vision Park saw The Town of Edson working with Environmental Design Solution (EDS) to begin work on the Vision Park Revitalization Plan, a strategic initiative of Council. The plan includes a three-phase strategy on regenerating Vision Park and giving it some much-needed TLC.

Another strategic priority of the Council was to develop a Parks and Neighborhood Plan to assess community parks and playground needs and reduce mowing. Staff started working on a plan, but progress has been slow due to the impact on operations from COVID-19. The plan is expected to be completed in 2021. As part of the plan, the Parks Department developed a classification system for its parks and green spaces, and it implemented a pilot program of reduced mowing based on the new classification system.

The most exciting project completed in 2020 was the Edson Bike Skills Park at Willmore Park. The Edson Bike Skills Park

provides people of all ages a place to gather and share in physical activity. The park was designed and built to be used by cyclists of all ages and abilities. The bike skills park is progressive in nature with elements that are safe and accessible for toddlers on run bikes and will progress to provide challenges for all. The bike skill park was built by the Edson Cycling Association and their very dedicated team of volunteers with the support of the Town of Edson and donations from many other organizations and businesses.

Highlights

- A new dog park at Griffiths Park
- Additional trail signage installed
- Staff started work on a Campground Investment Plan, a strategic initiative of Council
- Facility Maintenance completed over 488 work orders and 1,900+ hours of maintenance projects
- Facility Maintenance started significant renovations to Griffiths Park Centre
- Facility Maintenance continues to deal with issues of vandalism and break-ins



Infrastructure Services

Planning & Development

Programs, Changes & Highlights

Home Builder's Incentive Program - The Town of Edson recognizes that it plays a role in creating economic opportunities within our community, including opportunities for business and residential growth and development. The purpose of this Policy is to aid and promote timely development through the incentivized sale of specified Town owned residential properties to registered home building companies for the construction of urban housing.

West End Neighbourhood Concept Plan - The West End Neighbourhood Concept Plan (NCP) was created in collaboration with the Town of Edson and the Plan Area's landowners to imagine what the future West End could be. The West End NCP builds upon the prime location off Highway 16 and will provide both local as well as regional travelers key future services. The Plan, although long ranging, provides a blueprint for an area which will ultimately act as a bookmark entrance and exit to the greater Yellowhead Region for future generations.

Streetscape Beautification Grant – One award was given to Summit Motel to support a positive, memorable streetscape to attract visitors, businesses, and residents alike.

Long-range Planning Highlights

- 21 Area Structure Plan amendment application
- 1 new Neighbourhood Concept Plan
- 1 new policy (Subdivision Securities Policy)

Subdivision Highlights

- 4 subdivision applications
- 3 rezoning applications

Development Permit Highlights

- 79 permit applications
- 27 new structures
- 18 permanent sign permits
- 85% non-residential development permits
- On average, it took days 11 to issue a Notice of Decision on complete applications.
- Two appeals Returned securities on 27 developments.

2021 Objectives

1. Reducing red tape

- Implement digital permit intake
- Streamline permit intake and decision processes based on development type
- Review and update outdated policies
- Add permit information to Web Map for applications under review and recently approve
- Update webpage to make information more easily accessible

2. Land Use Bylaw Rewrite

- Consider new technologies and forms of development.
- Developed with public input.

3. Protection of public and sensitive lands.

- Encroachments
- Leased lands
- Airport, pipelines, highway, creeks, rail, etc.

3. Complete Joint Use and Planning Agreements with local school boards.



Airport

The aviation industry experienced drastic reductions in aircraft movements due to the travel restrictions enforced. Our airport facility recognised this reduction was in the commercial sector only and it equated to a loss of revenues generated by user fees and fuel sales.

2021 will see the repair of dated infrastructure and compliance with regulatory requirements, whilst we concentrate on encouraging industry growth.

2021 Objectives

1. Purchase of new de-icing equipment.
2. New digital management software
3. Paving of car parking facilities.
4. Training of new personnel

The airport has shown a steady decline in aircraft movements since 2018. The Covid pandemic further influenced this statistic and altered the types of aircraft visiting the facility, with an increase in private aircraft users and a decrease in commercial passenger carrying flights.

Benchmarking

Aircraft movements

Year	2018	2019	2020
Total Movements	1,400	1,234	1,059
Potential Passengers	8,062	7,346	5,084
Tanker Base	142	49	21



Transportation

2020 experienced increased road infrastructure failure, due to deterioration of the subsurface and storm infrastructure. The design of a preventative maintenance schedule was initiated with a full condition assessment of both roads and storm structures. Surface drainage improvements were made in multiple areas to mitigate spring flooding issues.

The streamlining of our snow removal activities has enabled significant reductions in our annual expenditures. The new snow dump facility will help to reduce operational costs even further, whilst providing regulatory compliance.

2021 Objectives

1. Preventative maintenance schedule for roads and storm infrastructure.
2. Repair of damaged infrastructure.
3. Training of new personnel.
4. Infrastructure condition assessments
5. Line painting
6. New digital management software
7. Scheduled preventative maintenance activities.

Benchmarking

Ice Control & Snow Removal

Year	2019	2020
Snow Events	11	5
Total costs	\$635,073	\$314,461
Cost / Lane km	\$633	\$578
Cost/ Capita	\$73.64	\$35.93

A “snow event” is the number of times our snow depth threshold is reached, triggering snow removal on our priority roads. A 50% reduction in events will not result in a 50% reduction in costs, for example sanding material is purchased in advance prior to events and ice control practices are independent of snow fall. The drastic reduction in cost has been a result of change to policy and procedures.

Road preventative maintenance.

2021 is the first year conducting preventative maintenance activities and collecting data for future performance measurement.

Environmental & Fleet Services

Residential Recycling and Waste Diversion

EDRS Depot Operations

The Edson District Recycling Society (EDRS) depot collects recyclable waste from residential, industrial, commercial, and institutional activities, and provides responsible disposal options for electronic waste, used oil, and other hazardous materials.

The Depot hosts the Toxic Roundup, Seniors Day, Environment Week, and other events that give citizens the opportunity to take environmental action together, as a community. Edson residents have keenly practiced consumer-liable separation of recycling since 1991.



Curbside Organic Waste Collection

The Town of Edson introduced residential curbside organics collection service in October of 2018. The curbside system provides residents with two curbside containers to allow separation of organic material (kitchen scraps and yard waste) from regular household garbage.

The organic material is hauled by GFL to the CLEANIT GREENIT COMPOSTING SYSTEM facility in Edmonton where it is composted and sold in a variety of soil amendment products.

Results

The findings from the combination of the above two programs have created significant results and successes for the Town of Edson's residential waste management system.

- 54% of total residential waste diverted from landfill by weight*
- 1,980 tonnes of CO2 offset* =
 - ◇ 430 passenger vehicles from the road for 1 year
 - ◇ Planting approximately 32,000 trees.

Congratulations to the residents of The Town of Edson on their continued commitment to these diversion programs!

Recycling & Organics Collection Program

The Town of Edson offers recycling and organics collection opportunities at the Town Civic Centre; Repsol Place; The Galloway Museum; Edson & District Public Library; Edson Fire Hall and the Public Works Shop.



*estimated using available industry data (for annual trending purposes only)

Alternative Energy & Fuel

Municipal Energy Management Program

In 2020, the Town of Edson entered the Municipal Energy Manager (MEM) Program through the Municipal Climate Change Action Centre (MCCAC). The MEM Program is intended to introduce energy management practices into Town operations, develop energy management policies, and achieve meaningful greenhouse gas emissions reductions over the lifetime of the program. Administration set an emissions reduction target of 3.6% below 2019 levels by the end of 2021.

To facilitate the Program deliverables, the Town hired Brendan Riome for the position of Municipal Energy Coordinator (MEC). By the end of 2020, the MEC had completed energy audits of three Town owned buildings and completed projects that amounted to an annual emissions reduction of 22 tonnes.

Environmental Sustainability Provisions

In 2019 the Town's purchasing and procurement policy was revised to include environmental considerations where possible. Currently a purchasing guide is in the draft stage to provide purchasers a means to assess more sustainable and environmentally friendly products.

This guide may also include an online product option assessment tool for use by town staff, businesses and the public.

In 2019 the Town developed and in 2020 continued to update a risk and condition-based (R&C) assessment replacement program for all fleet units as a basis for fleet planning and capital purchasing.

Fleet management and procurement

This R&C process replaces the traditional Tangible Capital Asset process where vehicles were formerly replaced based on age. The R&C process considers a multitude of factors in vehicle assessments in conjunction with age. Vehicles with low hours or mileages and/or dependable service records may remain in the Town's fleet longer despite their age.

In conjunction with the R&C process, the Town continues to focus on a more preventive fleet maintenance program which optimizes the life cycle of each fleet unit. Repurposing fleet units through the organization is also a common practice based on the R&C program.

Purchasing aspects for the future will include consideration for eco-friendly models and options to increase fuel efficiency and reduce emissions.

Landfill & Transfer Station

The Town of Edson landfill remains closed after the fire of 2019. An application for the development of a landfill expansion has been submitted to Alberta Environment & Parks for approval. In the interim, a Tender for construction is being drafted with construction expected to begin in the early summer of 2020.

Waste disposed at this facility includes residential garbage into the transfer station and limited sized loads of construction and demolition material. All material disposed of at this facility is hauled directly to the West Yellowhead Regional Waste Management Authority Landfill west of Hinton.



Animal Pound

In 2020 this facility received a total of 132 animals, 92 cats and 40 dogs. The vast majority were either returned to their owner or adopted into new families through the Edson Animal Rescue Society and the Hinton & District Spay and Neuter Society.

Note that the number of impounded animals was significantly lower in 2020 than previous years. This may have been influenced by isolations created through the Covid pandemic.

Animal Pound - 2017 - 2020			
Cats & Dogs - Totals			
Year	Cats	Dogs	Total
2017	227	116	343
2018	240	106	346
2019	145	112	257
2020	92	40	132
Total	704	374	1,078
Percentage	65%	35%	100%



Protective Services

Enforcement

Like all front-line workers, Edson Enforcement Services was tasked with navigating a worldwide pandemic while continuing to serve our communities in a safe and responsible way. Our agency continued providing efficient bylaw enforcement and assisted town departments, AHS and the RCMP in delivering COVID-19 education. In October of 2020, the newest member of our enforcement team, Tom Perry joined us in our goal of ensuring public safety and quality of life for our residents. Tom has been leading us in our journey to become a fully functional level 1 Peace Officer agency.

Community Engagement and Service

Due to the pandemic, most events relating to public relations have been postponed. However, our team was able to participate in COVID safe activities such as birthday and retirement drive-by parades along with fire, EMS and RCMP. Our Officers continued with proactive foot patrols of our parks, trails, and greenspaces. Our vehicle patrols continued throughout the entire community including schools and playgrounds. Our Officers continue to liaise with the Edson RCMP, Edson Fire, Fish and Wildlife, and CN Police to work towards maintaining and building successful working relationships.

Services Provided

- Bylaw services
- Animal care and control
- Traffic services
- Traffic enforcement (2021)
- High visibility patrols
- Event support
- Document service
- Speed sign placement and statistics

RCMP Support

The 4.5 RCMP Detachment Assistants that work out of the detachment are employed and paid by the Town of Edson Enforcement Services department. This team provides essential law enforcement administrative support for the frontline RCMP members in Edson. Their duties range from answering phones, attending the front counter, serving documents, court docket assistance, and providing support for a myriad of police duties.

Statistics

In total, Edson Enforcement Services investigated 1,268 complaints in 2020. The following pie chart shows the breakdown for each type of investigation.



2020

Waste	6%
Traffic	24%
Animal Control	25%
Business License	2%
Land Use	4%
Lost/Found	1%
Community Standards	25%
Fire	1%
Signage	1%
OHV	1%
Parks	3%
Public Health	2%
Face covering	6%

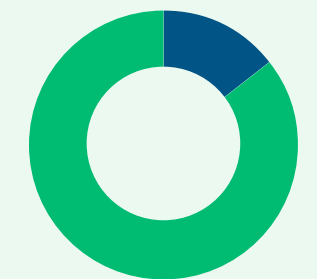


Photo Enforcement

Our Photo Enforcement program for 2020 saw a significant increase in violations as compared to 2019.

- Non-Residents 82%
- Residents 18%

All revenues generated through our Photo Enforcement program are used to off-set the costs of providing policing to our community.



2020 RESIDENT VS NON-RESIDENT PHOTO RADAR

Non-Residents 82%
Residents 18%

TOTAL REVENUE BEFORE VS AFTER FEES

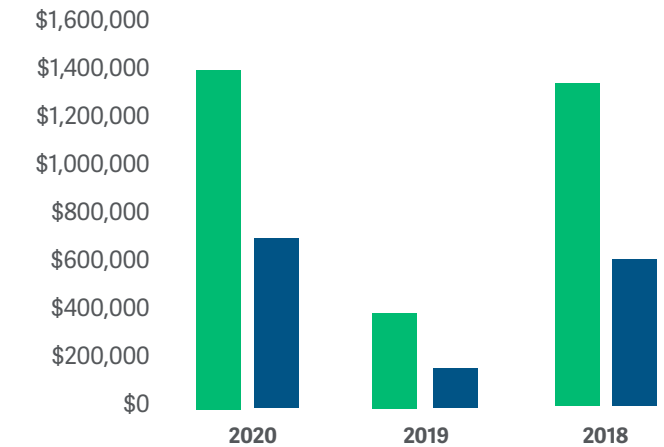


Photo Radar Call Stats for 2020

- Shouldn't have photo radar because of COVID: 2
- Lost Ticket: 1
- Feels speed limit should be higher on 4th Ave: 2
- Photo radar truck in wrong spot**: 1
- Angry they got caught: 3
- Information call*: 1
- Total: 10

*person thought there should be photo radar by the Boys and Girls Club building.

**person wanted photo radar truck fined for parking in what he thought was a no parking zone.

Fines Net to Town After Global Fees

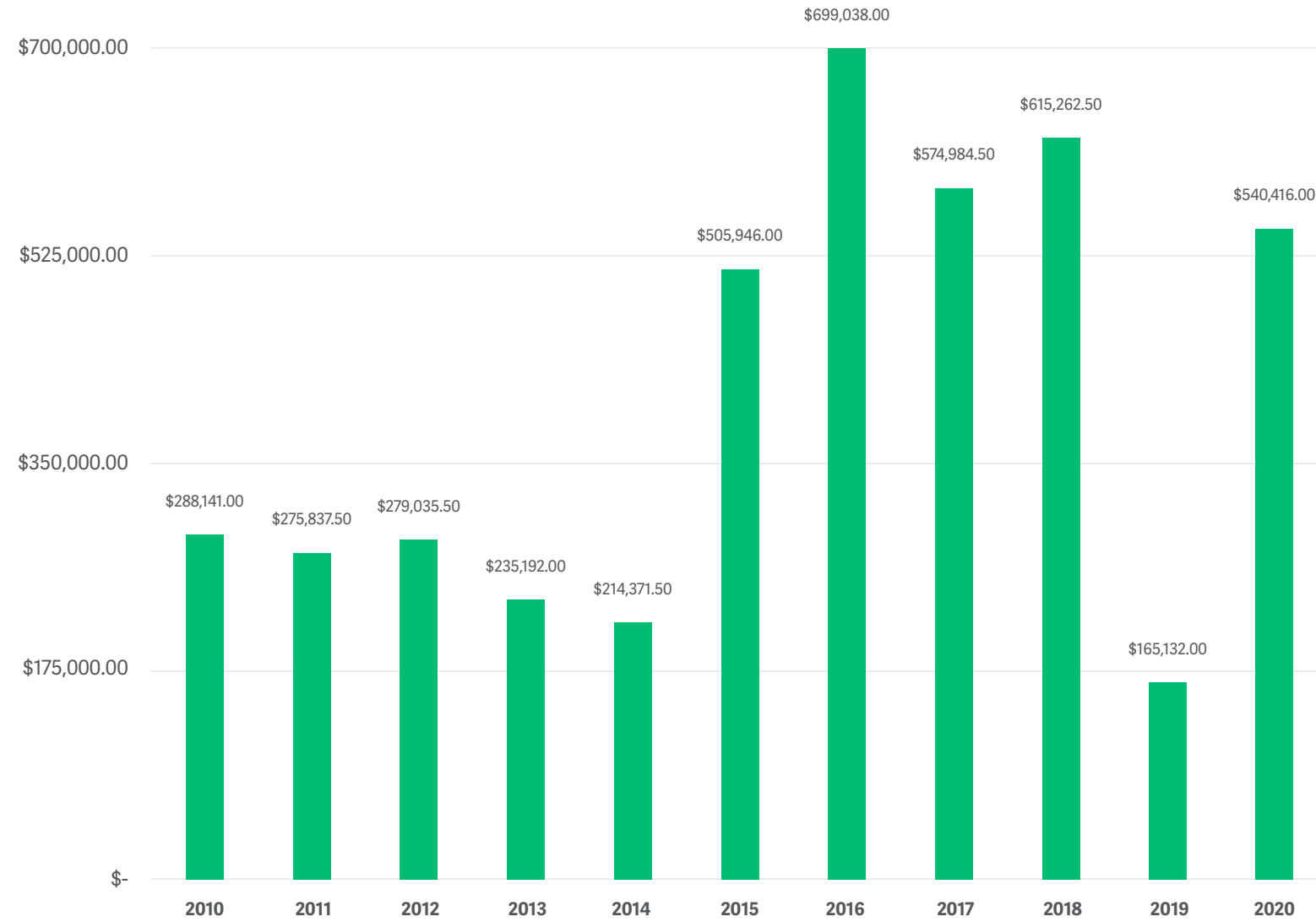
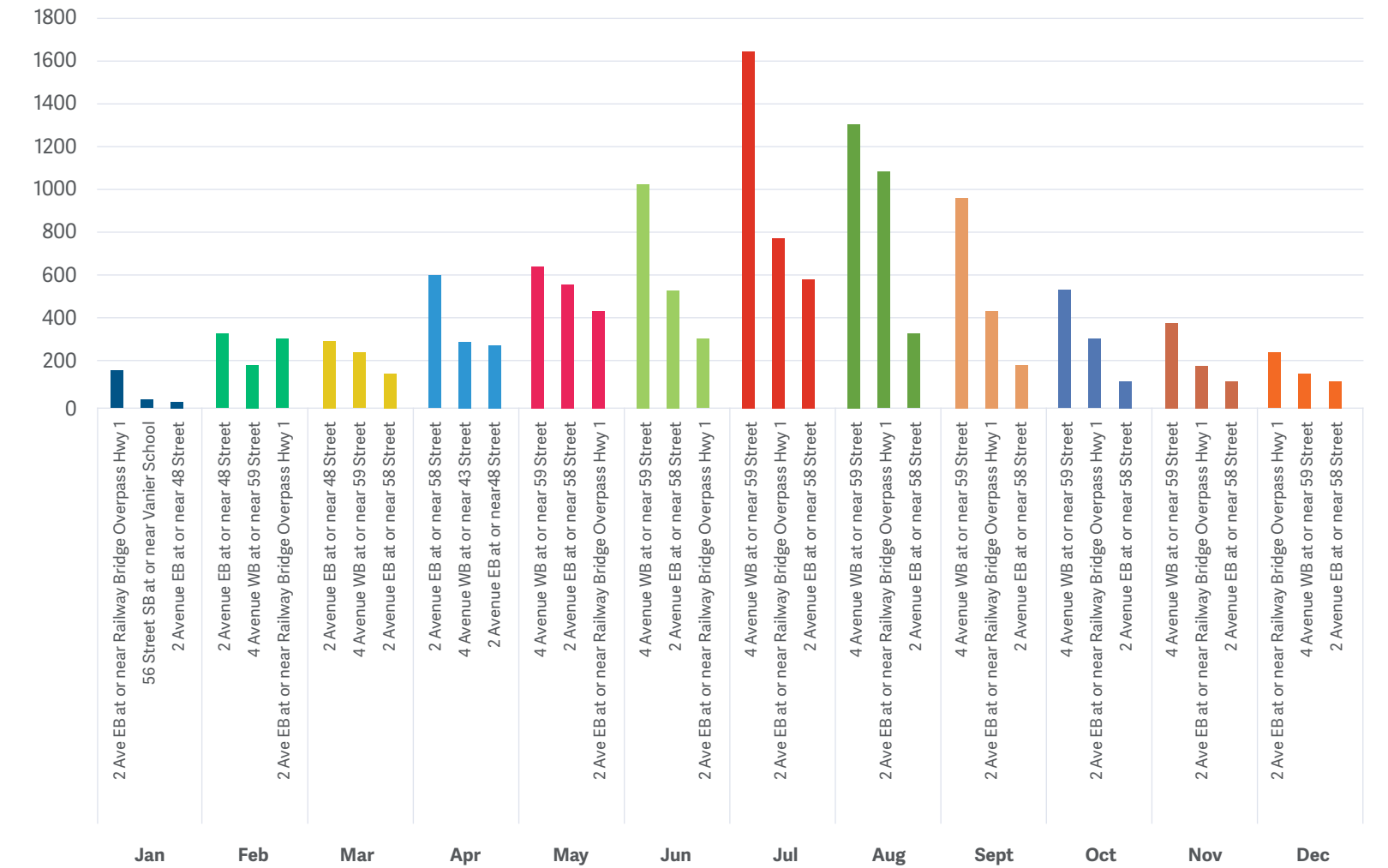


Photo Radar Top 3 Speed Locations Per Month 2020



Maximum Speeds in km per hour 2020

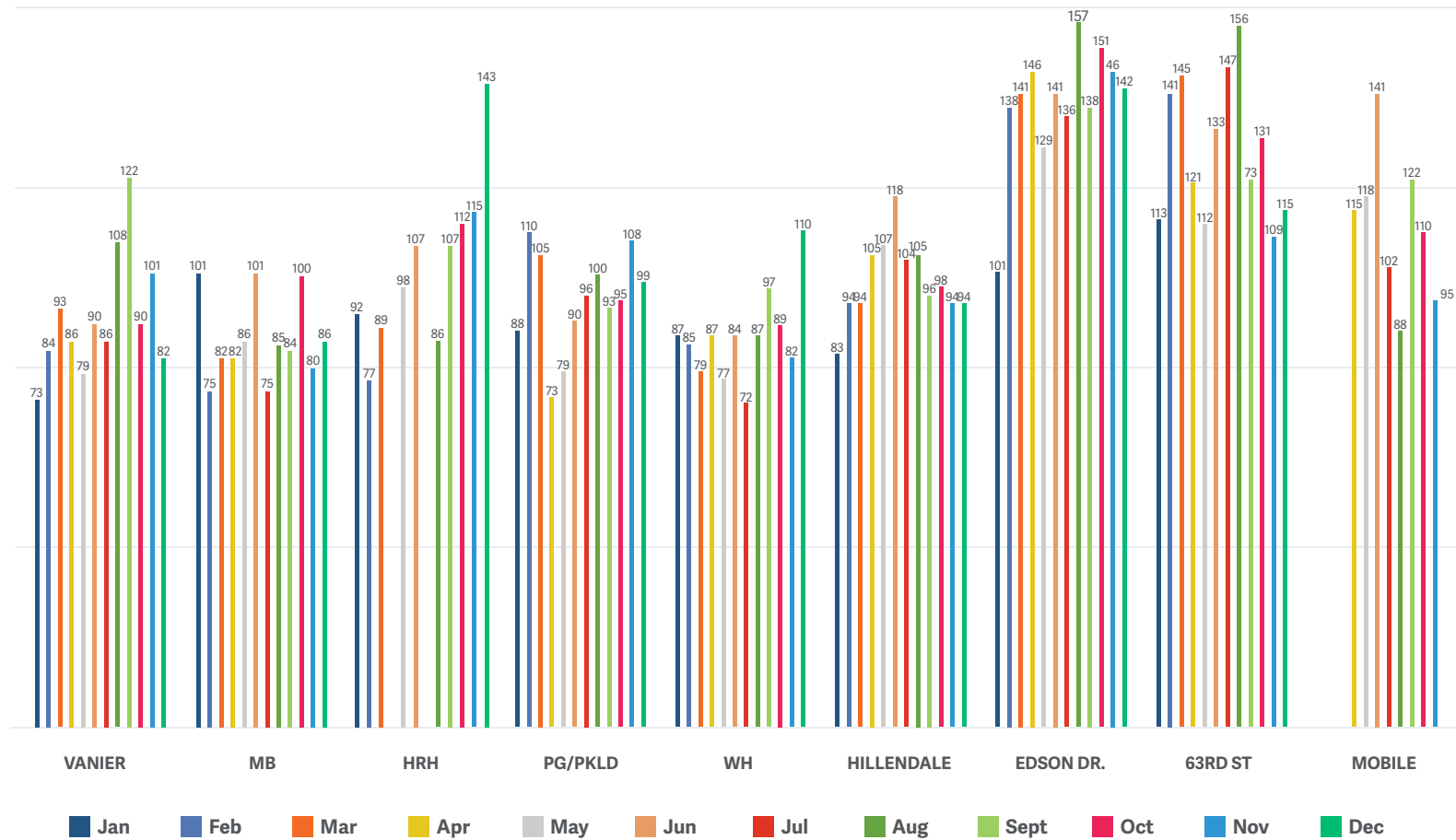
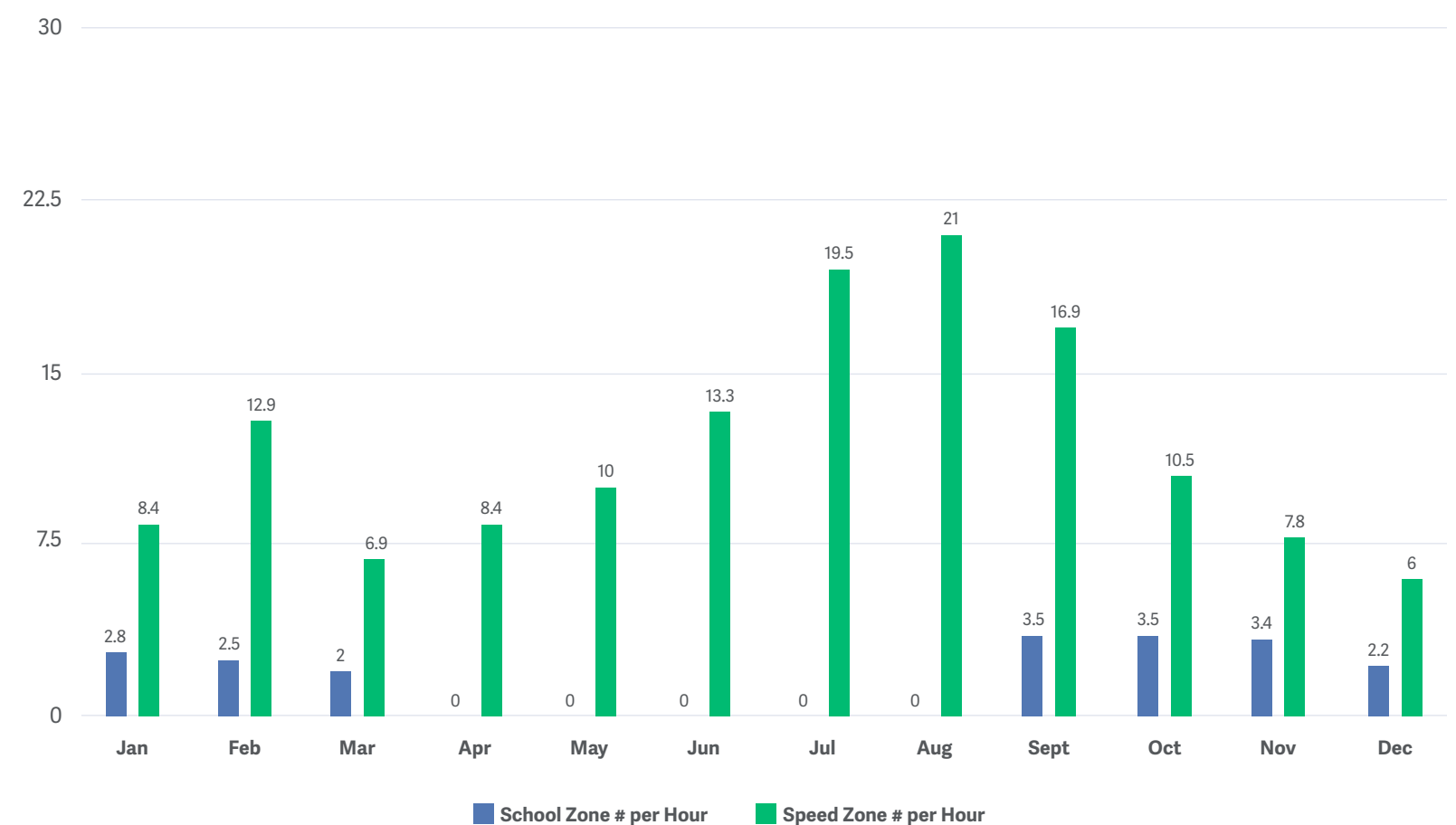
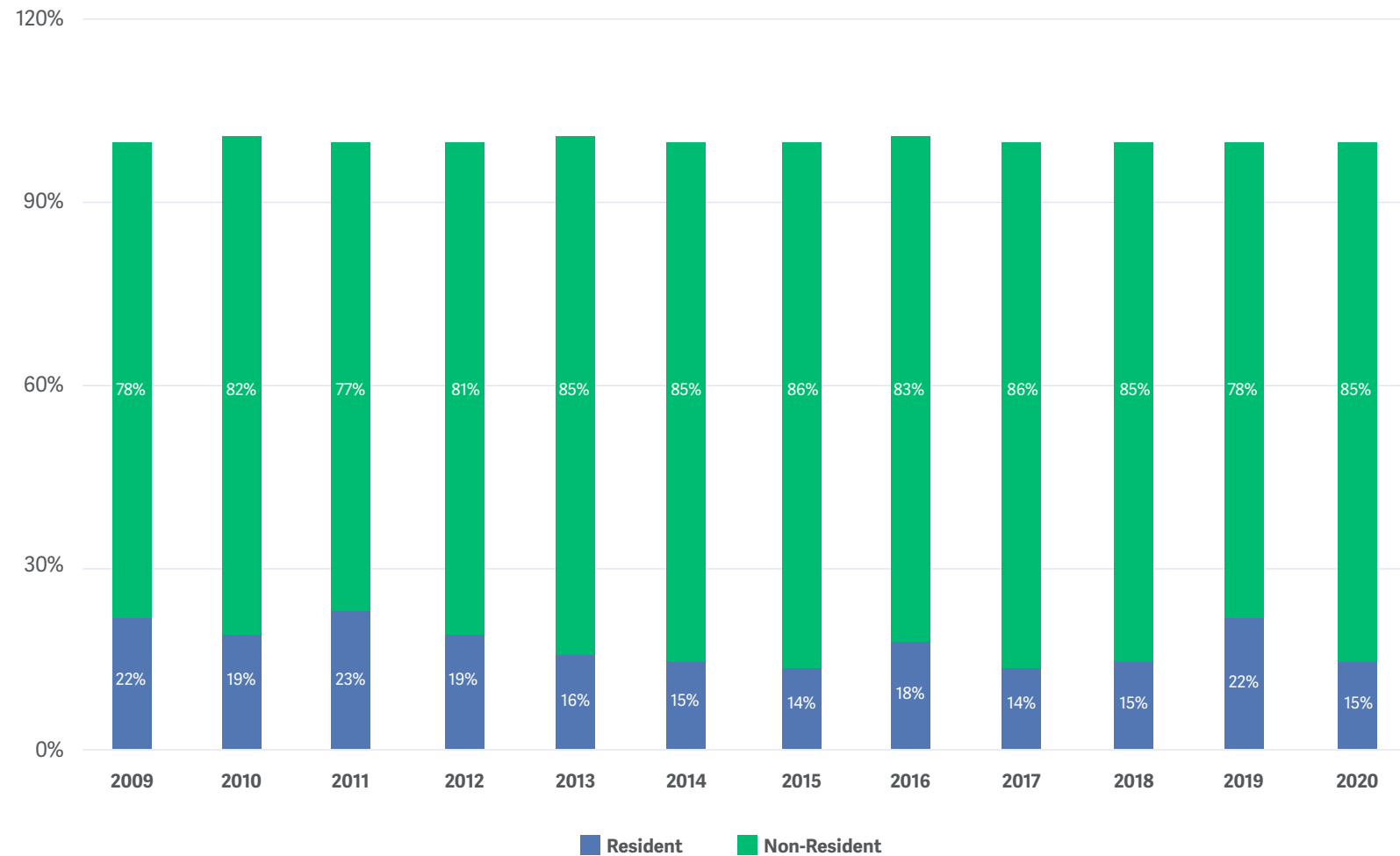


Photo Radar Violations # Per Hour 2020



Resident vs Non-Resident Tickets



Fire Department

As with the rest of the Municipality, the Fire Department saw significant changes in the way we do business due to the Covid Pandemic. This report will highlight normal operations and stats for the year, as well as the response and adaptations directly related to the Fire Department’s Business Continuity Plan created to address operations during the pandemic.

Emergency Response accounts for 1,977 total person hours for 2020.

Membership

EFD recruited 2 new members in 2020.

Emergency Response

The Fire Department responded to 360 emergency incidents in 2020 as follows:

- 37 Motor Vehicle Collisions
- 4 Electrical Hazards/Power Line Incidents
- 73 Alarm Calls
- 20 Structure Fires
- 7 Natural Gas Leaks/Ruptures
- 179 Medical First Response (MFR) Calls
- 16 Wildland/Brush/Vegetation Fires
- 9 Vehicle Fires
- 3 Citizen Assist Calls
- 12 Unclassified Call Types

Permits

- 11 Occupancy Load Permits were issued.
- 76 Recreational Fire Pit Permits were inspected and issued.

Fire Inspections

- 23 Fire Inspections were conducted for business’ licensing requirements.
- 10 Fire Code Compliance Inspections were conducted.
 - ◊ 4 Restaurants
 - ◊ 4 Hotels
 - ◊ 2 Schools

The purpose of the Fire Code Compliance Inspections was to provide the Fire Department with a general idea of how safe high-occupancy businesses and facilities within the Town are. These inspections were conducted at random and chosen as a representative sample. Unfortunately, none of the 10 inspections were compliant with the Alberta Fire Code, which highlights a strong need for increased Fire Safety Inspections.

Member Commitment

The members of the EFD contributed a total of 10,274 hours in 2020. These hours represent Emergency Response, Training, and Weekend Stand-By. They do not reflect additional hours spent during public awareness/engagement/education events & activities. Additional Public Engagement activities included several birthday fire truck drive-bys, Graduation parades, senior's complex parade, etc.

Mutual Aid

EFD and YCFD continued to work together towards streamlining operations and training initiatives.

- New Mutual Aid Response Guideline created
- Fire Training Facility project

COVID-19 Response

Although COVID-19 presented unique challenges to the operations of the fire department and our first responders, we were simply unwilling to compromise the high level of service provided to the Town of Edson. Instead, we created our Business Continuity Plan in March of 2020. Our BCP had a direct impact on several of our Standard Operating Guidelines and provided opportunity for the creation of a new SOG.

Changes directly impacted:

- SOG #103 – Post incident Activities
- SOG #108 – Apparatus and Light Vehicle Housing
- SOG #202 – Personnel Accountability
- SOG #301 – Personal Protective Equipment
- SOG #403 – Weekend On-Call
- SOG #405 – Edson Duty Officer

In addition, the creation and implementation of SOG #308 – COVID-19 Precautions were adopted.

With the BCP in place and changes to our SOGs, the Fire Department was able to maintain our level of service without downgrading responses.

In addition, the EFD also conducted several virtual training sessions and Officer meetings to limit person-to-person contact.

Medical First Response

EFD has been partnered with Alberta Health Services to provide Medical First Response within the Town of Edson. At the beginning of this partnership, EFD was responding to medical incidents in which we were not necessarily required. This created more unnecessary calls and affected resource availability for other emergency calls. In working with AHS, we were able to streamline specific call-types, ensuring we were only requested for urgent life-safety incidents, or serious medical emergencies where EMS may have a delayed response. This approach effectively reduced our MFR responses by 10 calls for 2020.

The MFR Program continues to be a great success and our relations with the local EMS providers continues to grow.

2021 Goals

Three primary goals for 2021 were created, all of which revolve around Public and First Responder Safety. These Goals include:

- 1. Reducing the number of false/faulty alarm responses to commercial/industrial facilities**
- 2. Providing positive coping mechanisms through Critical Incident Stress Management**
- 3. Reducing Response Times by 10%**



Major changes and adaptations occurred for the Fire Department and our First Responders throughout 2020. These changes obviously faced us with challenges yet allowed us to grow as a department and membership. EFD continues to strive towards excellence in operational service delivery while maintaining our family-oriented focus which we have become well known for.

Human Resources

The Human Resources Department is responsible for fostering and advocating the development of each employee in the organization, from hire to retire. Our employees' safety, engagement, and overall well-being is central to providing the highest level of service we can to the taxpayers of Edson. In the months and years ahead, we will continue to build the kind of organization that enables, motivates, and supports its employees so they can continually enhance service levels.

The last year has proven to be tremendously taxing on everyone; our employees have been no exception. We've had to find ways to effectively serve Edson residents despite significant challenges, such as:

- Mandatory work from-home requirements,
- A reduced (0.9) shift schedule designed to ease the financial burden on Edson ratepayers,
- Work reductions and layoffs in certain areas, and
- Quarantine and isolation restrictions that have impacted both work and childcare arrangements

Like many crises, this has also been an opportunity. It required us to think outside of the box, to step into spaces

that were previously theoretical. We're learning how to increase productivity through enhanced flexibility in working arrangements. We're learning how to communicate more effectively despite decreasing face-to-face contact. We're becoming better.

In addition to the challenges presented by COVID-19, we also experienced significant change when our previous Chief Administrative Officer, Mike Derricott, announced his resignation to accept an opportunity in Cochrane. Though we're sad to see Mike go, we're pleased to say his absence has created the space for our new CAO, Christine Beveridge, to step in. Christine, who joins us from Lamont, Alberta, brings the same kind of passion, vision and focus as her predecessor, as well as some perspectives and experiences that will help our organization rise to the next level. Welcome Christine!



Highlights

- Enhancing compensation initiatives that increase our compensatory offering while also mitigating the financial burden on taxpayers,
- Streamlining virtual work platforms and enhancing communications systems,
- Strengthening recruitment practices through more rigorous background checks, interview processes and aptitude testing,
- Reinventing our Employee Engagement Survey in order to better assess and improve both engagement and productivity,
- Bringing in a new payroll system to improve employee service while cutting red-tape, and, of course,
- Hiring a new CAO to take us through the next critical steps of our organizational development.

Health & Safety

An indispensable component of the Human Resources is Health & Safety. We take very seriously our obligation to create systems, processes and cultural habits that help us keep each other, and the residents we serve, both healthy and safe. Going far beyond hard hats and steel toe boots, we're reinventing a holistic view of health and safety that spans from policies to procedures to ergonomics to

lifestyle improvements and even to the way we engage and communicate with one another. Health and Safety are baseline assumptions that must be present in order for productive conversations to take place.

This last year has obviously been challenging from a Safety perspective. Working together with the ECC, we've had to answer the question: "How do we continue to provide the services Edson residents need without exposing them and each other to the risk of COVID infection?". If you think this has been easy, think again! We've had to rethink literally every move we make, physically, mentally, organizationally. Nonetheless, our team of conscientious employees has come together to make sure we get the job done well.

Highlights

- 88 incidents reported, 12 investigations
- No lost-time claims
- The successful release and implementation of a new competency program
- An increase in organization-wide formal hazard assessments
- Amendments to our Field Level Risk Assessments for ease of employee use

Galloway Station Museum

In March 2020, the day-to-day lives of Canadians changed dramatically due to COVID-19 and the world-wide pandemic.

Despite the dramatic drop in rentals, admissions and visitors, the Galloway Station Museum, Travel Centre & Archives continued to engage the public – in person when it was safe to do so – but often by providing interactive, educational and entertaining content online throughout the pandemic.

On March 16, 2020, in compliance with provincial restrictions, the Galloway Station Museum, Travel Centre and Archives cancelled all rentals and closed to the public. Immediate safety protocols were put in place for staff that were not working from home. The Galloway was able to open again on June 1, 2020, with restricted access to the museum and very restricted rentals. We had very few rentals, and all school tours were cancelled.

However, just before the first shutdown, the Galloway held the annual Mystery at the Museum in partnership with the Town of Edson. Memories Lost was a success, with 40 people in attendance who had to work together and follow historical clues to find out who kidnapped the museum curator.

Other events included a booth on Main Street (complete with our inflatable Wilfred May's Curtiss JN-4 Canuck!) during the Street Fair in August, our Chair-ity raffle with beautiful artist-painted Adirondack chairs, and a sold out tour of the Old Edson Cemetery and Glenwood Cemetery.

Despite the restrictions, Wop May Day was held in September. The 'bowl' area of RCMP Centennial Park was fenced off, as was the artisan market that was held concurrently across the creek. The community came out to participate in the family friendly games and entertainment safely.

The Galloway continued to engage with the public with many online initiatives in 2020, including Summer & Winter bingo, a photo scavenger hunt, historical quizzes, a taskmaster series and online games and historical puzzles generated with local archived photos.

Thanks to the generosity of residents (and former residents) of the area, 44 artifacts that met with the EDHS collection mandate were accepted and accessioned into the Edson & District Historical Society's permanent collection. Some items not accepted became part of the working/ educational collection.

A priority in 2020 was updating the Artifact Collection. Many hours were spent on this task, with our summer student taking an active role. This process will continue in 2021.

Four exhibits were displayed during 2020:

- A Place to Call Home – Homesteading display.
- Coal Branch updates – display featuring sports and music
- Remembrance Day – Annual display
- Christmas – Exhibit featuring vintage Barbies, Trolls, and He-Man characters.

Many semi-permanent displays were updated in 2020, including 'Our Natural World,' which gained a male cougar, a mid-sized coyote, an enormous, record-holding elk, and a small bear.

Often, individuals and organizations from all over Canada (and even outside of Canada) request information from the Edson and District Historical Society regarding the history of Edson and area. Staff work with these individuals to help find the requested information. About 25 hours were spent fulfilling public research requests in 2020. Local newspapers continued to be digitized.

Another priority in 2020 was updating the Edson and Area Archives; many hours were spent on this task, and this will continue in 2021.

In 2021 look for temporary online and physical exhibits including; The Royal Flush (from the honey wagon to the royal flush), 'National Survival' - the Civil Defense Exhibit, Photographic Archival Display, and our annual displays. In 2021, the EDHS will partner with Yellowhead County in developing an online virtual tour of Marlboro, and parts of Alberta's Coal Branch, including Mountain Park, Cadomin, and Mercoal.

The Galloway Gift Shop continues to promote local art by selling the work of over 100 artists through a consignment process. Despite shutdowns and restrictions, local artist commission sales were outstanding – even better than 2019!



Corporate Services

The Corporate Services Department provides a range of financial and administrative services to Town staff and residents. Through sound accounting, forecasting, and financial planning, the Department preserves the long-term sustainability of the municipality and underpins the delivery of all public services. Its specific responsibilities include financial services (taxes, utilities, and accounts payable/receivable), policy development, IT, asset management, insurance, grant applications, and records retention.

With the advent of the pandemic in 2020, the Corporate Services Department worked on many ways to recognize the new financial climate faced by the Town as well as the residents and businesses in town. With Council's approval, an emergency budget was passed which saw many cuts resulting in lower service levels across the organization. The budget cuts allowed the Town to support all non-residential properties by subsidizing taxation by \$500,000. Residential utility customers also saw support in the form of a \$150 utility bill credit. The tax payment deadline was extended by three months until September 30 to give any property owners additional time to pay if it was necessary. A four-month grace period was also instituted for all utility bills which saw no penalties on unpaid balances.

Corporate Services also spearheaded an Economic Development initiative for new developments. The Property

Tax Incentive Bylaw gives a tiered exemption on municipal taxes over five years for any new development on a non-residential property – including additions, expansions, and renovations – which increase the property's assessment by 25%. This initiative helps to reduce the financial burden for developers and remove some trepidation that they may feel in proceeding with their plans.

Utilities

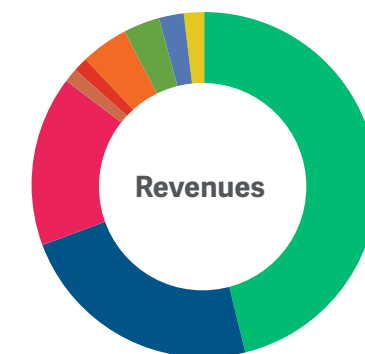
2020 proved to be a challenging but exciting time in the Utilities department. Mid-March caught us off guard with the creation of working during a pandemic policy, new procedures and rethinking our daily routines. The pandemic also added extra challenges with operating under a reduced budget and a reduction in the hours for staff. In July we had a collapse of our sewer outfall line and spent the next 4 months bypassing, pumping and designing a temporary solution to carry us into the 2021 construction season. We participated in NAIT's water and wastewater technician program and were lucky to get 2 practicum students. This helped us complete over 50% of the mandatory Alberta Environment lead testing program, which needs to be completed by October of 2021. All the samples tested within our distribution system came back under the maximum allowable limits. At our new WWTP we were able to complete our required monitoring wells and will continue with our performance study in 2021. In December we were faced with a complete lockdown which gave us time to prepare for a busy 2021.

Financials

2020 Year End

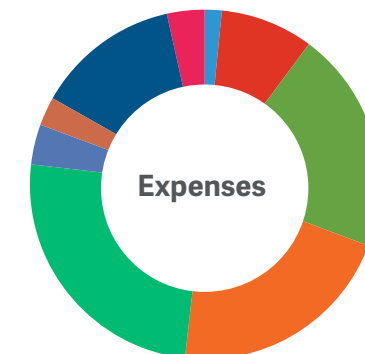
REVENUES

Taxes	11,327,900
Operating Transfers	7,327,787
User Fees	4,706,017
Penalties	154,132
Licenses & Permits	79,559
Fines	1,027,427
Franchise Fees	897,605
Rentals	531,748
Other	604,898
Total Revenue	26,657,073



EXPENDITURES

Legislative	255,049
Administration	2,284,222
Protective Services	4,867,195
Roads, Streets & Equipment	5,240,532
Utilities	5,800,991
Public Health & Welfare	719,717
Planning & Development	455,554
Recreation & Parks	3,646,489
Culture	692,654
Total Expenditure	23,962,403



2020 Budget Recap

REVENUES

Net Taxes for Municipal Purposes	12,118,088
Operating Transfers	6,641,618
Sales and User Charges	5,603,650
Returns on Investments	128,000
Penalties and costs on Taxes	155,000
Licenses & Permits	77,900
Fines	1,276,000
Franchise Fees	911,500
Rentals & Leases	726,750
Other Revenues	21,000
Customer Contributions	100,000
Total Revenue	27,759,506

EXPENDITURES

Legislative	359,500
Administrative	2,919,665
Protective Services	4,585,318
Roads, Streets & Equipment	4,163,102
Utilities	3,872,971
Public Health & Welfare	582,525
Planning & Development	586,605
Recreation & Parks	3,949,600
Culture	660,262
Total Expenditure	21,679,548

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FROM OPERATIONS

	6,079,958
Funds to be used from Reserves	1,307,376
Funds to be transferred to Reserves	(6,520,750)
Debenture Principal Repaid	(866,584)
Net Excess of Revenue over Expenses	0

2020 Capital Projects

PROTECTIVE SERVICES

SCBA Replacement	43,500
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TRANSPORTATION

1st Ave 48-54 St Design	273,250
Road Assessment Survey	31,800
Road Recapping Program	1,200,000
Stormwater Mitigation	2,062,900
Digital Signs	65,000
Wilshire Pond Dredge	60,000
Snow Dump	202,675
Poplar Place Storm Channel	50,000
40 St (6th-748) Design	100,000

FLEET

V112 - Camera Van & Equipment	200,000
V122 1/2 Ton Pickup	65,000

AIRPORT

Liquid De-Icer Spreader	150,000
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INFRASTRUCTURE

New Landfill Cell	370,925
Landfill Scale Upgrade	50,000
Vision Park Well & Washroom	1,833,305
Lagoon Receiving Station	462,875
WWTP Ground Monitoring	641,150
WWTP Performance Assessment	293,625
Degas Upgrade Design	116,507
Degas Wellhouse & UV Upgrade	1,000,000
Water Source Exploration	300,000
Sewer Outlet Pipe	1,000,000

PARKS

Vision Park Upgrades	341,050
PW Building Roof	250,000
Trails Signage	80,000

RECREATION

Multi Use Facility - Site Geotech / Design	5,000,000
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Total	16,243,562
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