



COMMITTEE OF THE WHOLE MEETING AGENDA

February 21, 2017

5:00 P.M.

CALL TO ORDER

1. **ADOPTION OF AGENDA**

2. **PRESENTATIONS**

3. **BYLAWS**

4. **BUSINESS ITEMS**

a. 2016 Resident Satisfaction Survey Findings - Hetherington

b. Urban Farming - Wolanski

c. Fuhr Sports Park - Wind Mitigation - Wolanski

5. **CLOSED SESSION**

The following items will be discussed in Closed Session as permitted under the Freedom of Information and Protection of Privacy Act RSA 2000, c.F-25

a. Development Proposal - Walker

6. **BUSINESS ARISING FROM CLOSED SESSION**

ADJOURNMENT



Business Items Item #: 4. a.

Committee of the Whole Meeting Agenda

Meeting Date: 02/21/2017

Title: 2016 Resident Satisfaction Survey Findings - Hetherington

Department: Corporate Communications

Request for Decision Summary

The City conducted a Resident Satisfaction Survey between October 24 - November 5, 2016. The survey is a testing of the level of resident satisfaction with City priorities, programs and services.

Proposed Motion

That Tracy With from Banister Research & Consulting Inc. be thanked for her presentation and that the 2016 Resident Satisfaction Survey report be accepted as information.

Background/Analysis

The Resident Satisfaction Survey is a testing of the level of resident satisfaction with City priorities, programs and services. The 2016 survey was conducted between October 24-November 5, 2016.

Four hundred residents were randomly contacted by telephone for the survey. Results provide a margin of error no greater than +/-4.9% at a 95% confidence level (or nineteen times out of twenty).

Banister Research & Consulting Inc. completed the 2016 Resident Satisfaction Survey. Tracy With, Vice President of Banister Research & Consulting Inc., will provide the findings to Council.

Residents were surveyed on the following:

- Quality of life in Spruce Grove
- Satisfaction with City services, programs and facilities
- Satisfaction with contact with City employees
- Property taxes and financial planning
- City communications including opportunities for citizen input
- Resident perceptions of issues facing the city today

Options/Alternatives

N/A

Consultation/Engagement

N/A

Implementation/Communication

N/A

Impacts

N/A

Strategic Vision Element:

Where People Choose to Live - A dynamic city with an exceptional quality of life

Related Goal:

Citizens consistently express high levels of satisfaction with municipal services.

Attachments

Resident Satisfaction Survey



2016 Resident Satisfaction Survey
February 21, 2017

Banister
Research & Consulting Inc.



Study Background

The findings from the 2016 City of Spruce Grove Resident Satisfaction Survey provide the City of Spruce Grove with insight into the perceptions and opinions of residents across a number of issues, including:

- The quality of life in the City of Spruce Grove;
- Satisfaction and importance ratings of City programs, services, and facilities;
- Contact and satisfaction with City employees;
- Identification of important issues facing the City; and
- Demographic information.

Methodology

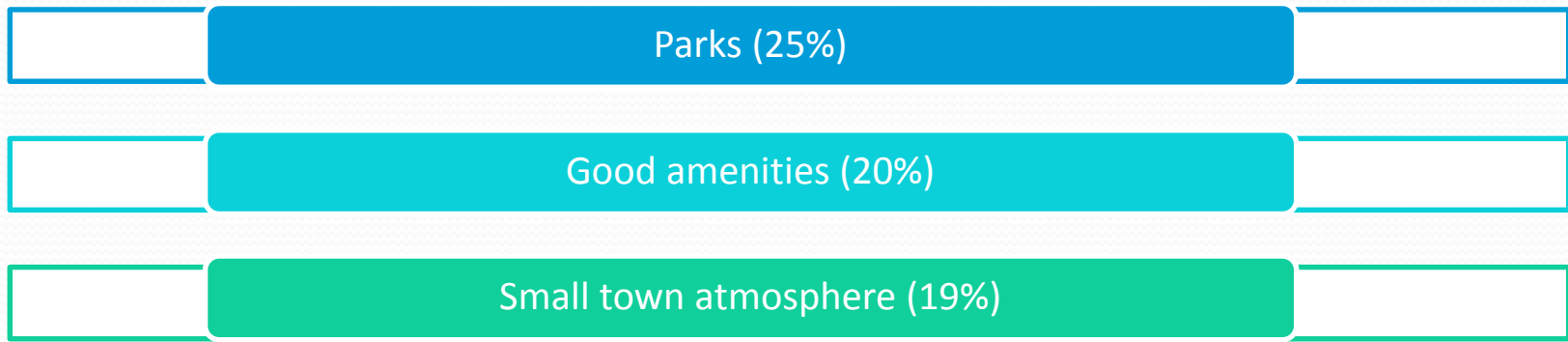
- Telephone interviews were conducted from October 24th to November 5th, 2016.
- Banister Research completed a total of 400 telephone interviews with citizens in the City of Spruce Grove, aged 18 or older.
 - Results provide a margin of error no greater than $\pm 4.9\%$ at the 95% confidence level, or 19 times out of 20.
 - Quotas were established to ensure a male/female split of 50% male respondents and 50% female respondents.
 - For the 2016 survey, a cellphone sample was generated and included in the research (n=100).
 - For the telephone survey analysis, the data was weighted by gender and age to accurately reflect the population of Spruce Grove.
- For the 2016 Citizen Satisfaction survey, residents also had the opportunity to complete a web-based survey available online from October 24th to November 5th, 2016. A total of 73 surveys were completed online.
- The following presentation outlines the results from the **telephone survey**, with comparisons to 2013 and 2011.



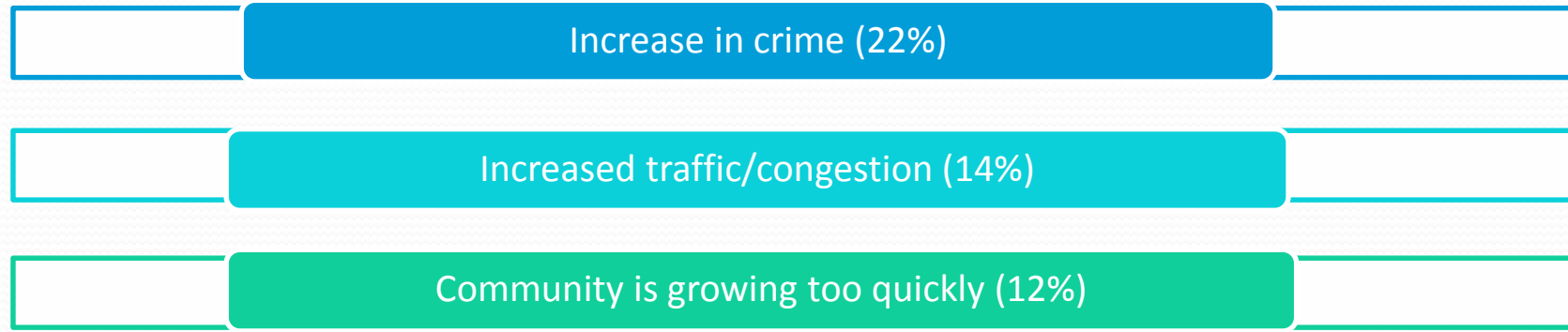
Perceived Quality of Life in Spruce Grove

What are the three (3) most significant factors contributing to...?*

A High Quality of Life (Total Mentions)



A Low Quality of Life (Total Mentions)



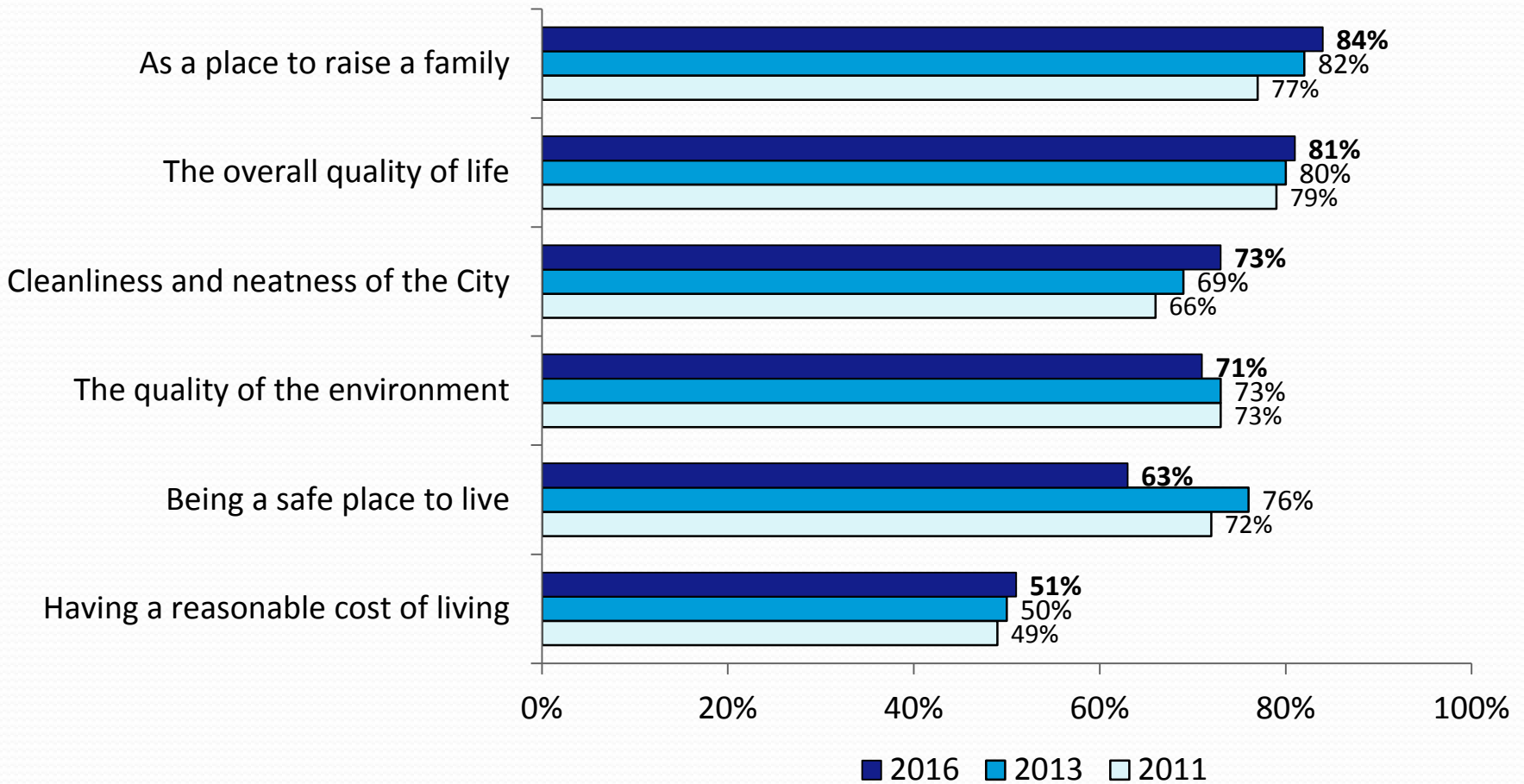
n=400

*Multiple Responses



Perceived Quality of Life in Spruce Grove

How would you rate Spruce Grove in terms of...?



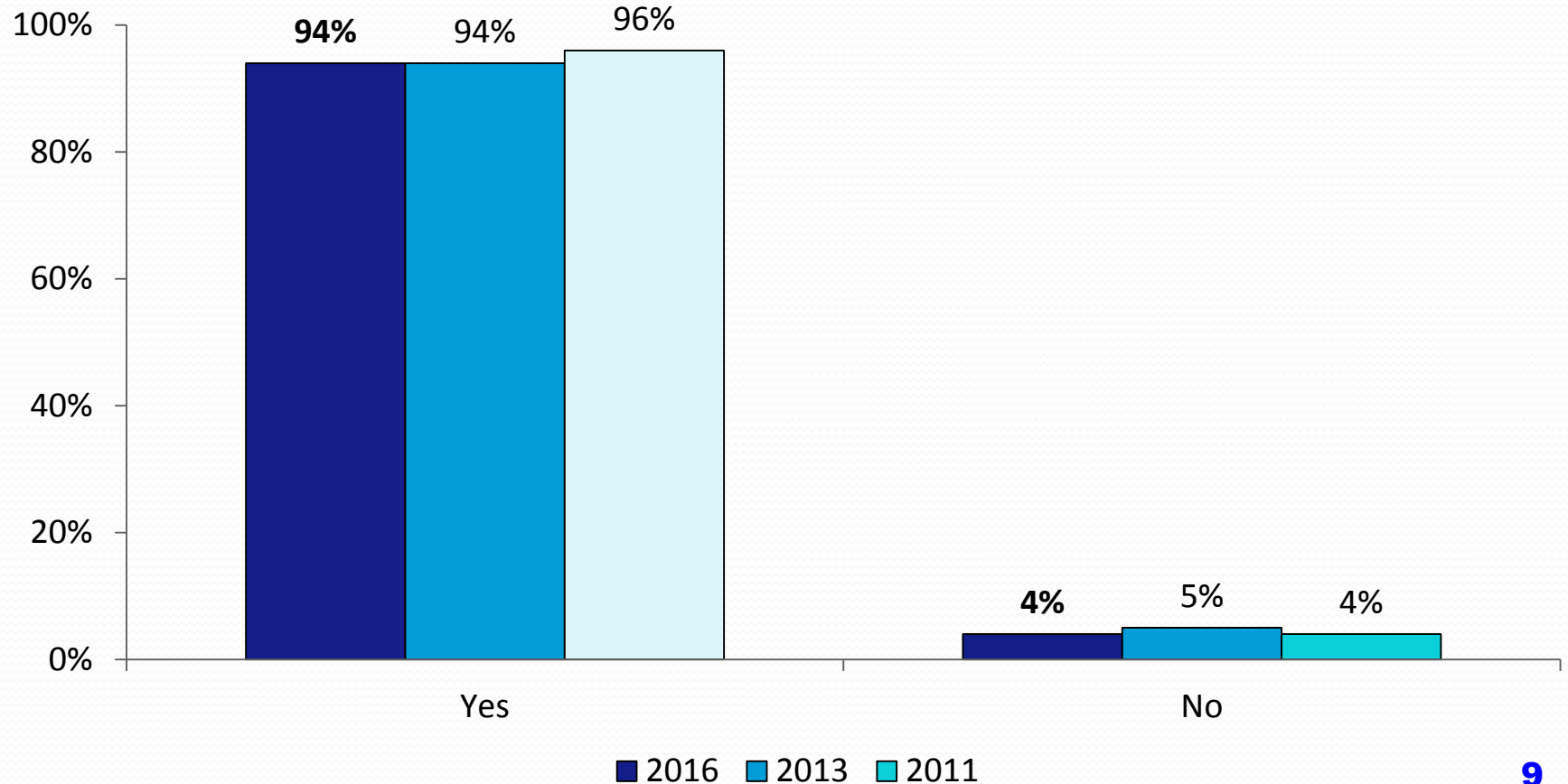
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*Percent of respondents who rated each aspect of life as either "excellent" or "very good"



Recommending Spruce Grove

Would you recommend the City to others as a place to live?

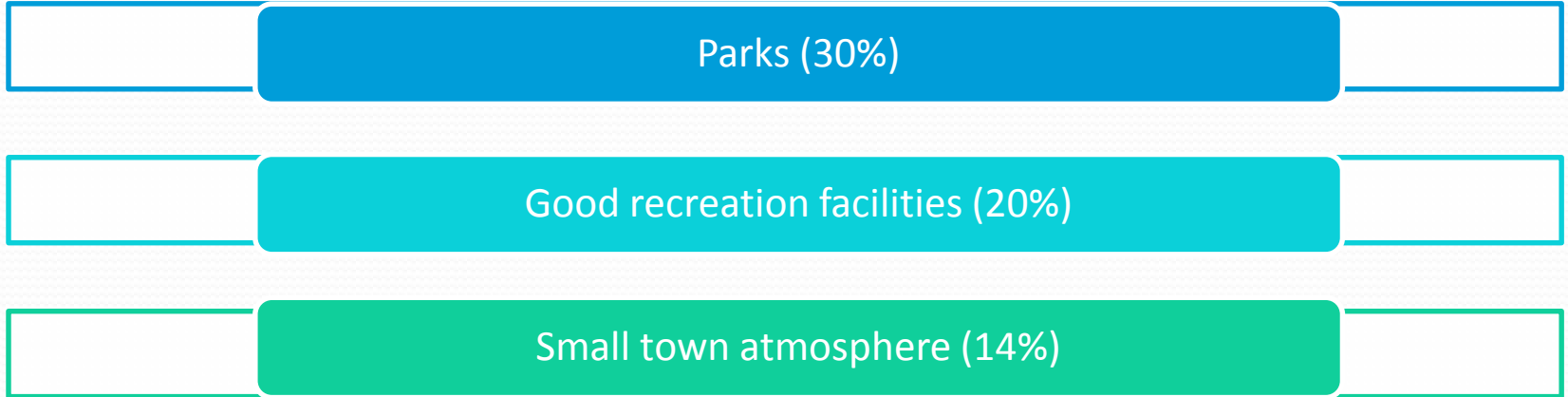


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Spruce Grove: Strengths and Unique Features

What do you consider to be the City's strengths and unique features?*

Top mentions included:



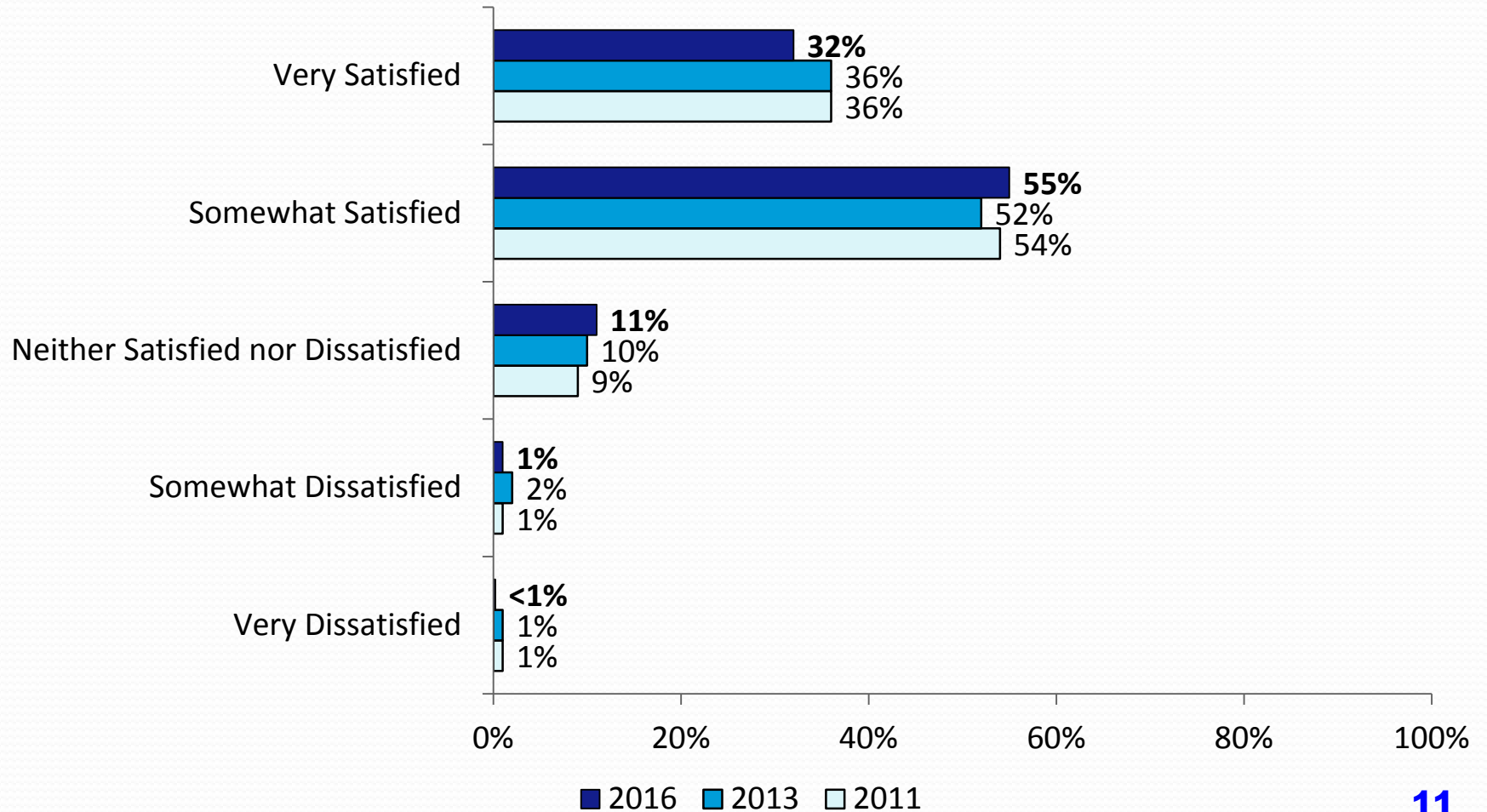
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*Multiple Responses



Satisfaction with Programs and Services

Overall Satisfaction with City Programs, Services, and Facilities

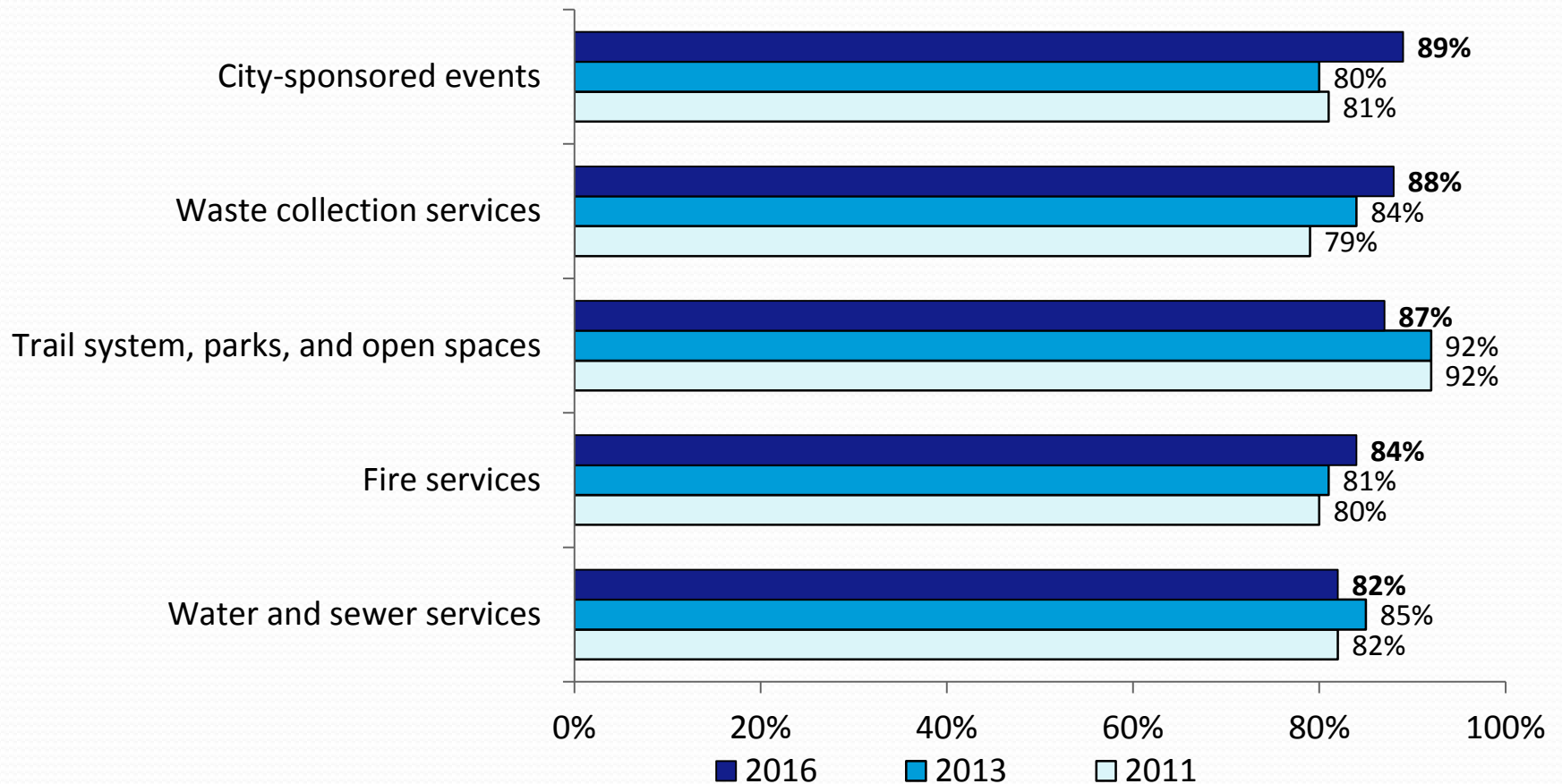


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Satisfaction with Programs and Services

Satisfaction with Individual City Programs and Services*



n=400

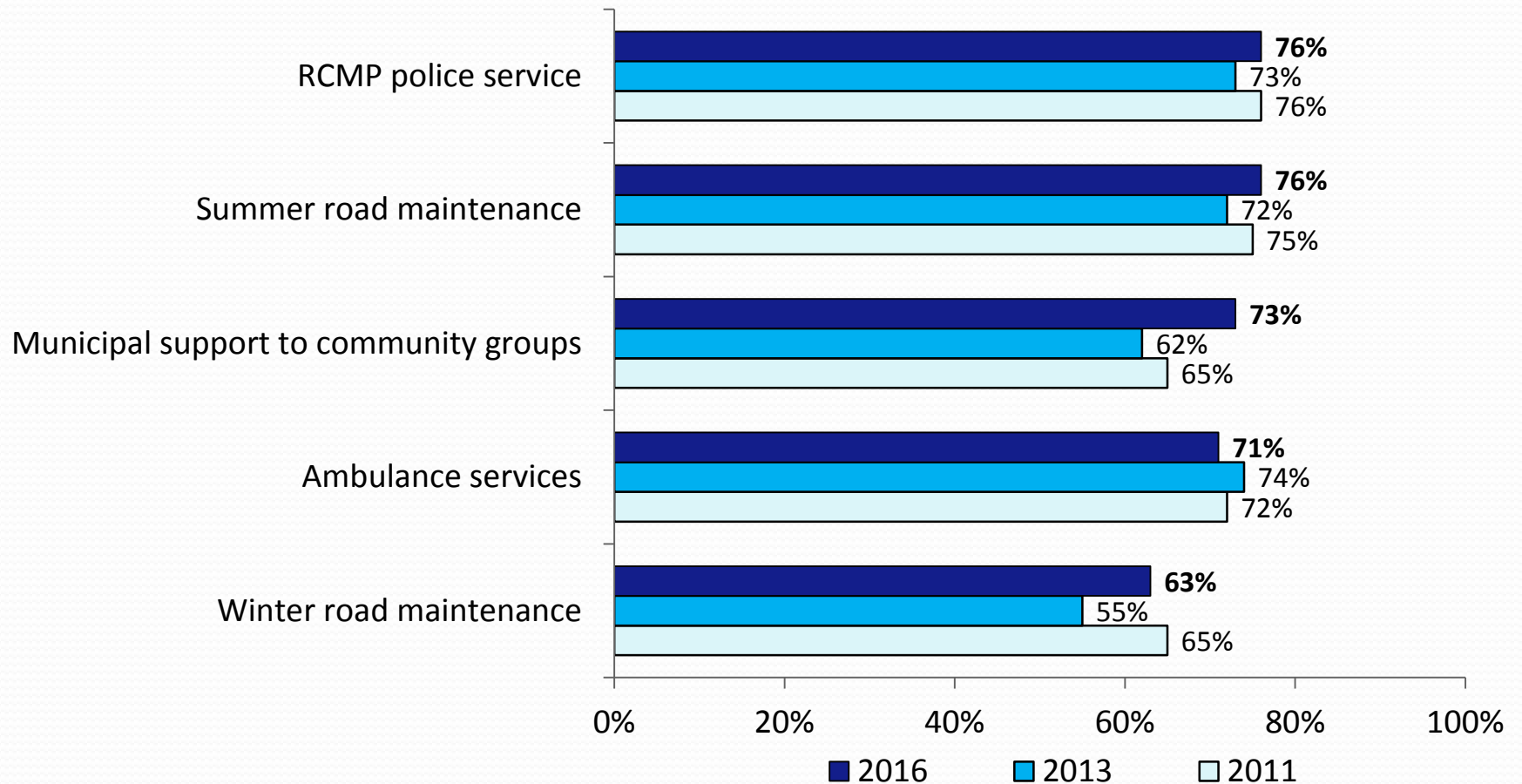
*Percent of respondents who were "satisfied" or "very satisfied" with each program, service, or facility (ratings of 4 or 5 out of 5).

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Satisfaction with Programs and Services (Cont'd)

Satisfaction with Individual City Programs and Services*



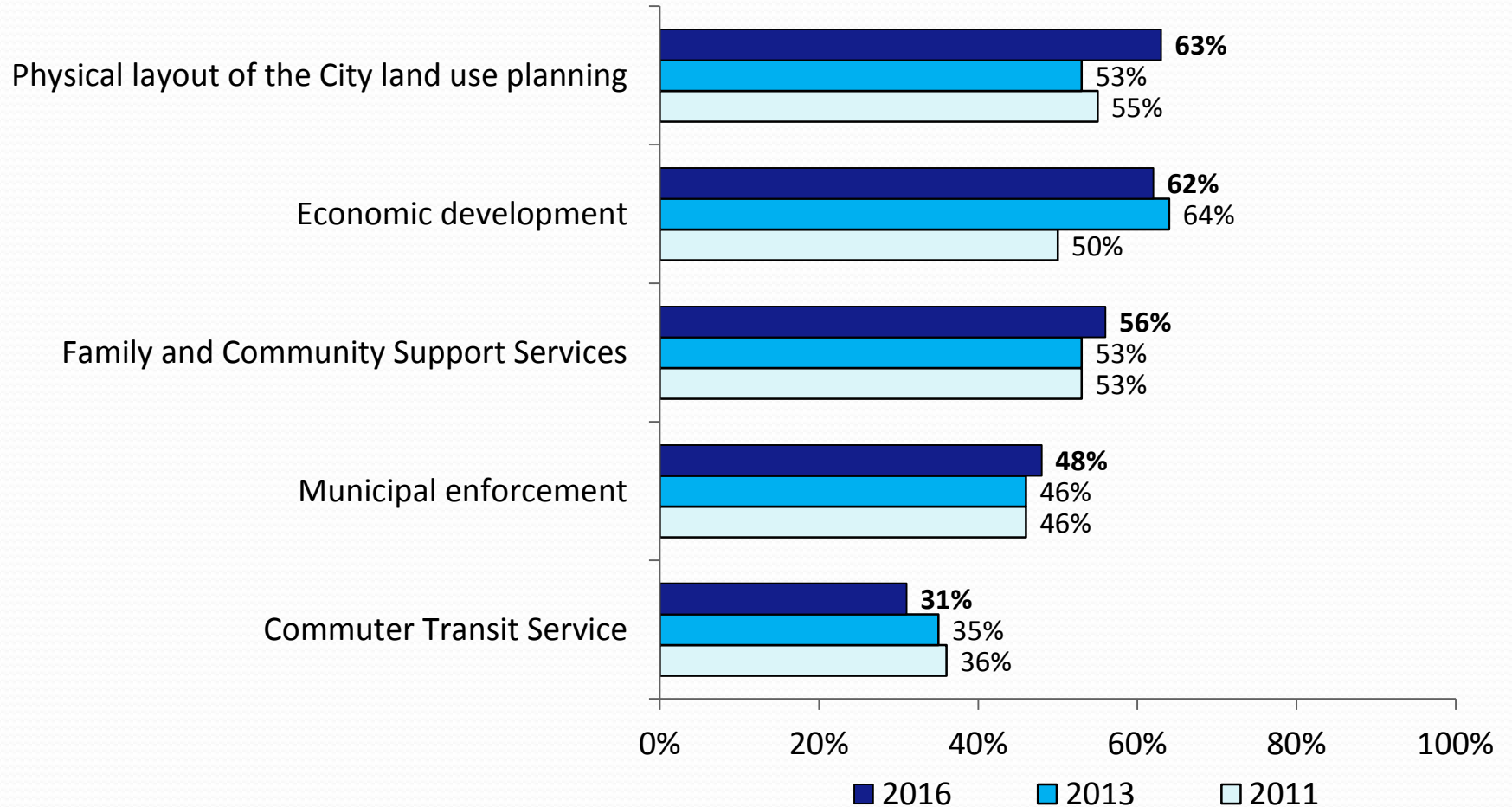
n=400

*Percent of respondents who were "satisfied" or "very satisfied" with each program, service, or facility (ratings of 4 or 5 out of 5).

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Satisfaction with Programs and Services (Cont'd)

Satisfaction with Individual City Programs and Services*



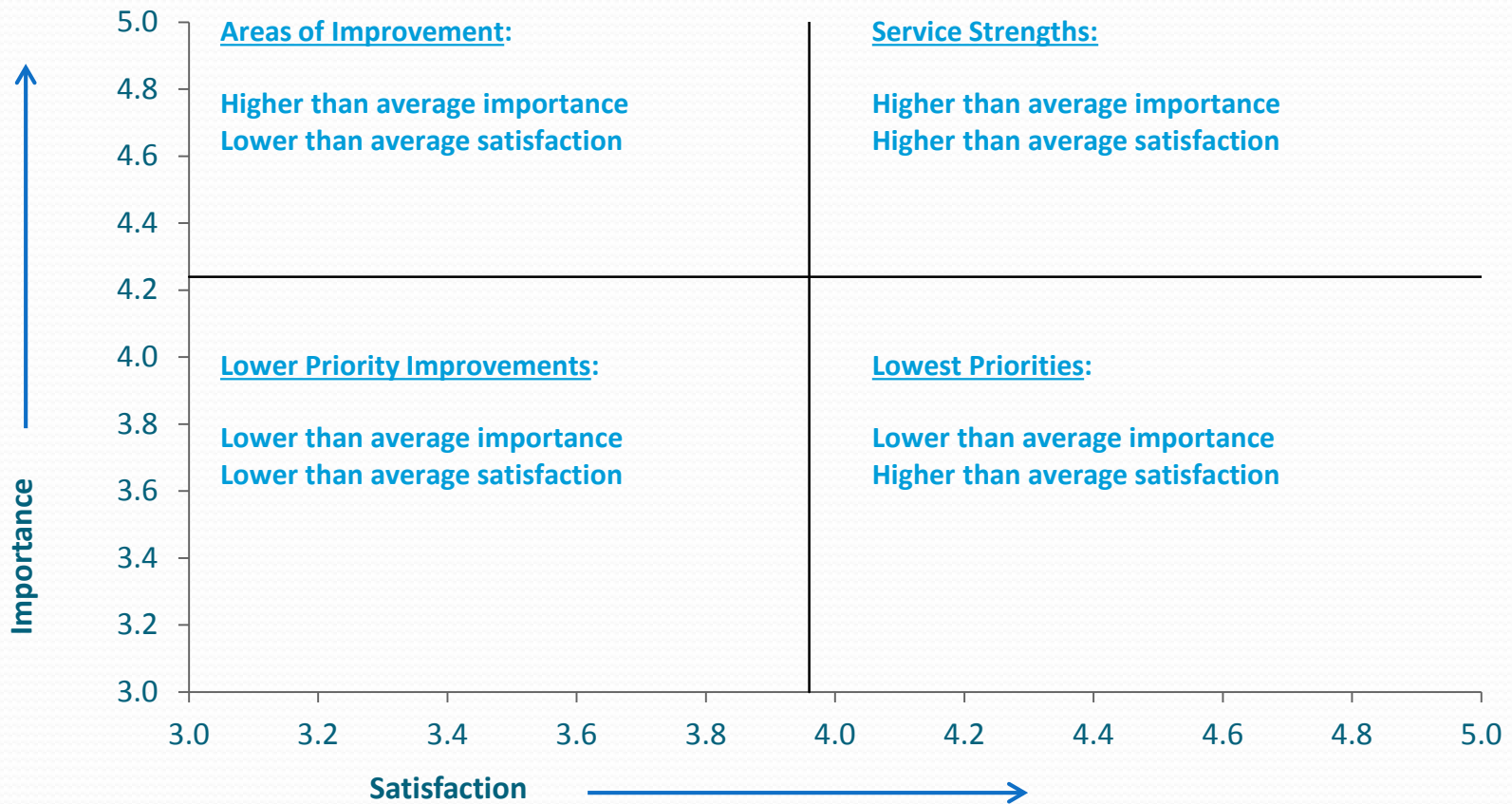
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*Percent of respondents who were "satisfied" or "very satisfied" with each program, service, or facility (ratings of 4 or 5 out of 5).



Satisfaction with Programs and Services

Perceptual Map

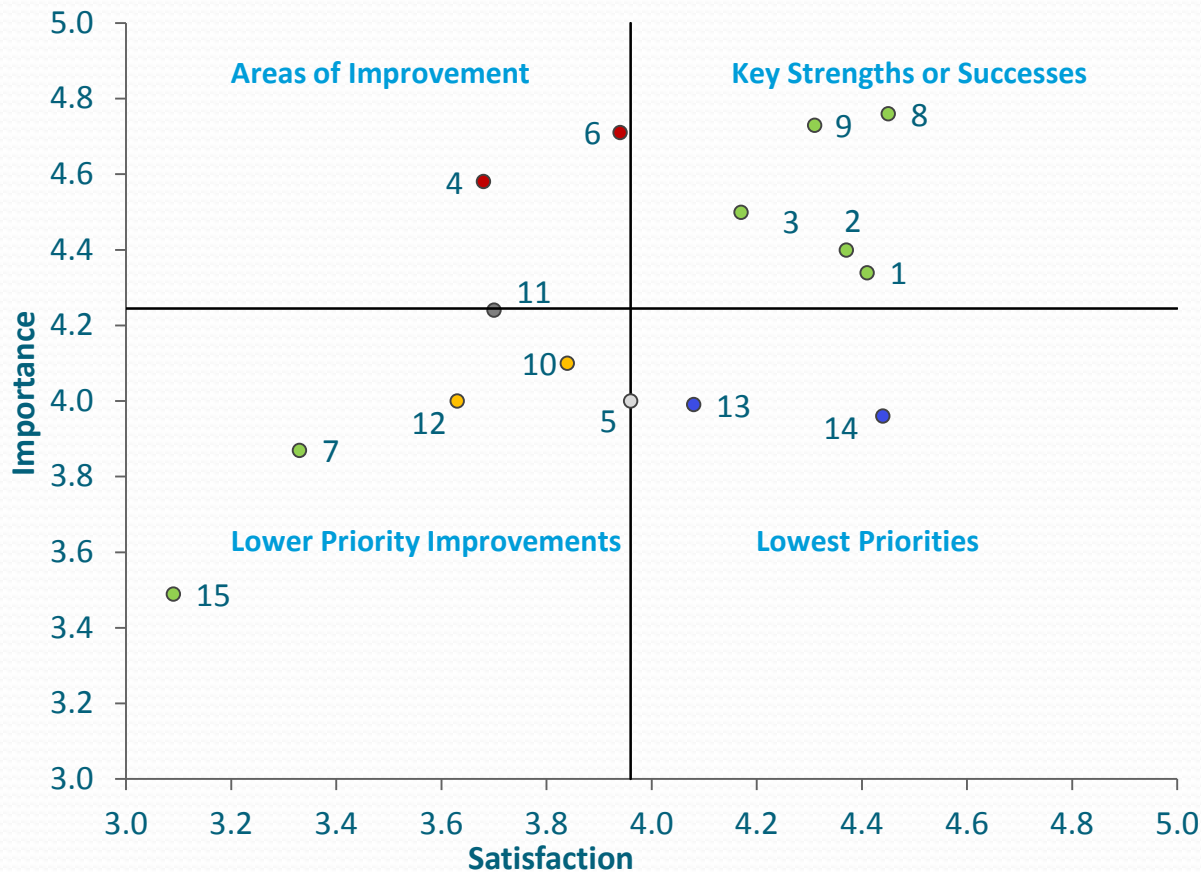


Note: Axes set at 3.96 mean satisfaction rating and 4.24 mean importance rating
Scale: 1="not at all important"/"very dissatisfied"; 5="very important/satisfied"



Satisfaction with Programs and Services

Importance versus Satisfaction with City Programs and Services



1. Trail system, parks, and open spaces
2. Waste collection services
3. Water and sewer services
4. Winter road maintenance
5. Summer road maintenance
6. RCMP police services
7. Enforcement Services
8. Fire services
9. Ambulance services
10. Family and Community Support Services
11. Economic development
12. Layout of the City land use planning
13. Municipal support to community groups
14. City-sponsored events
15. Commuter Transit Service

Note: Axes set at 3.96 mean satisfaction rating and 4.24 mean importance rating
Scale: 1="not at all important"/"very dissatisfied"; 5="very important/satisfied"



Satisfaction with Programs and Services

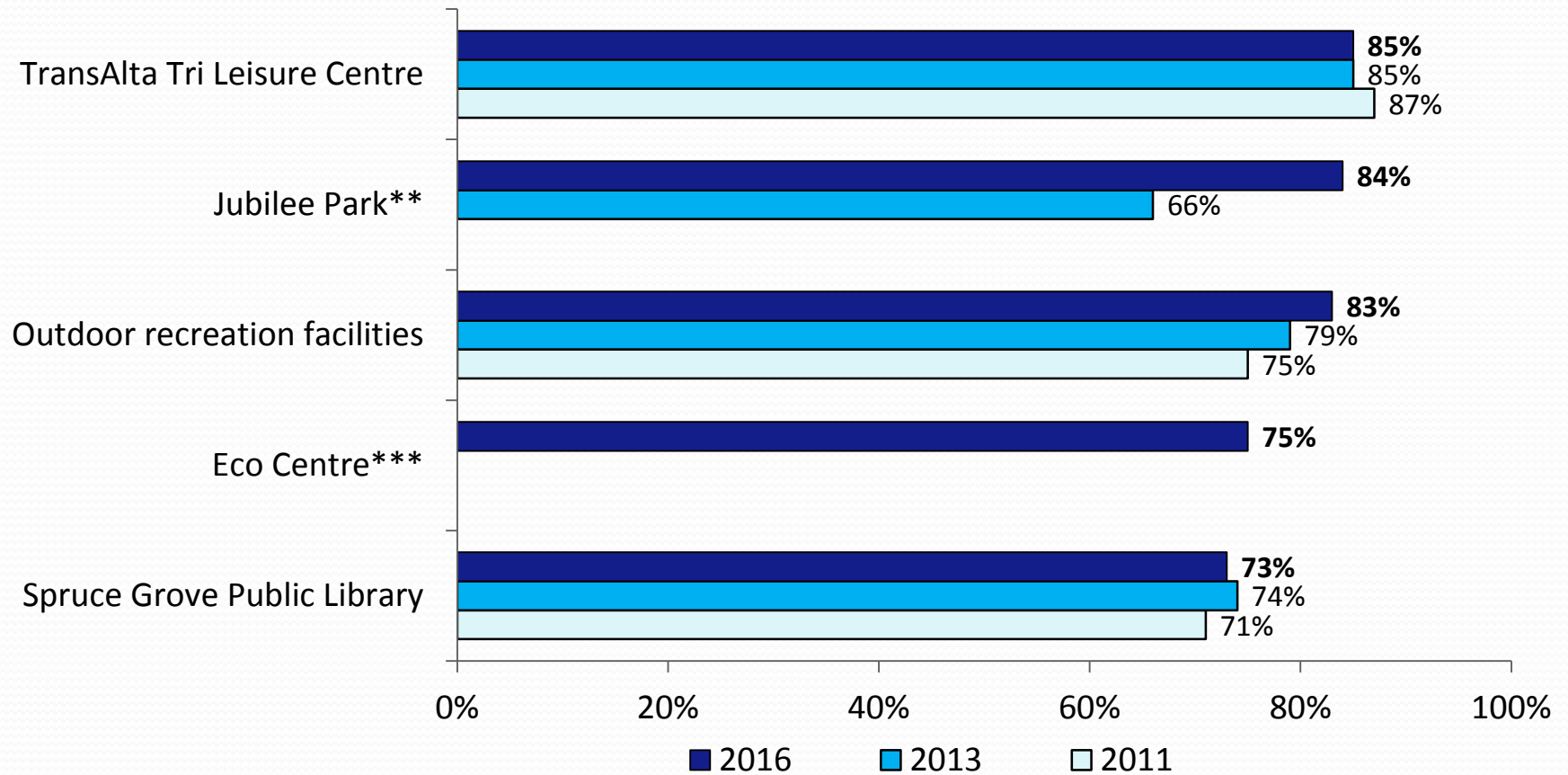
Overall Importance and Satisfaction Ratings

- **Key Strengths or Successes:**
 - Trail system, parks, and open spaces;
 - Waste collection services;
 - Water and sewer services;
 - Fire services; and
 - Ambulance services.
- **Primary Areas of Improvement:**
 - Winter road maintenance; and
 - RCMP police services.



Satisfaction with Programs and Services

Satisfaction with Individual City Programs, Services, and Facilities*



n=400

*Percent of respondents who were "satisfied" or "very satisfied" with each program, service, or facility (ratings of 4 or 5 out of 5).

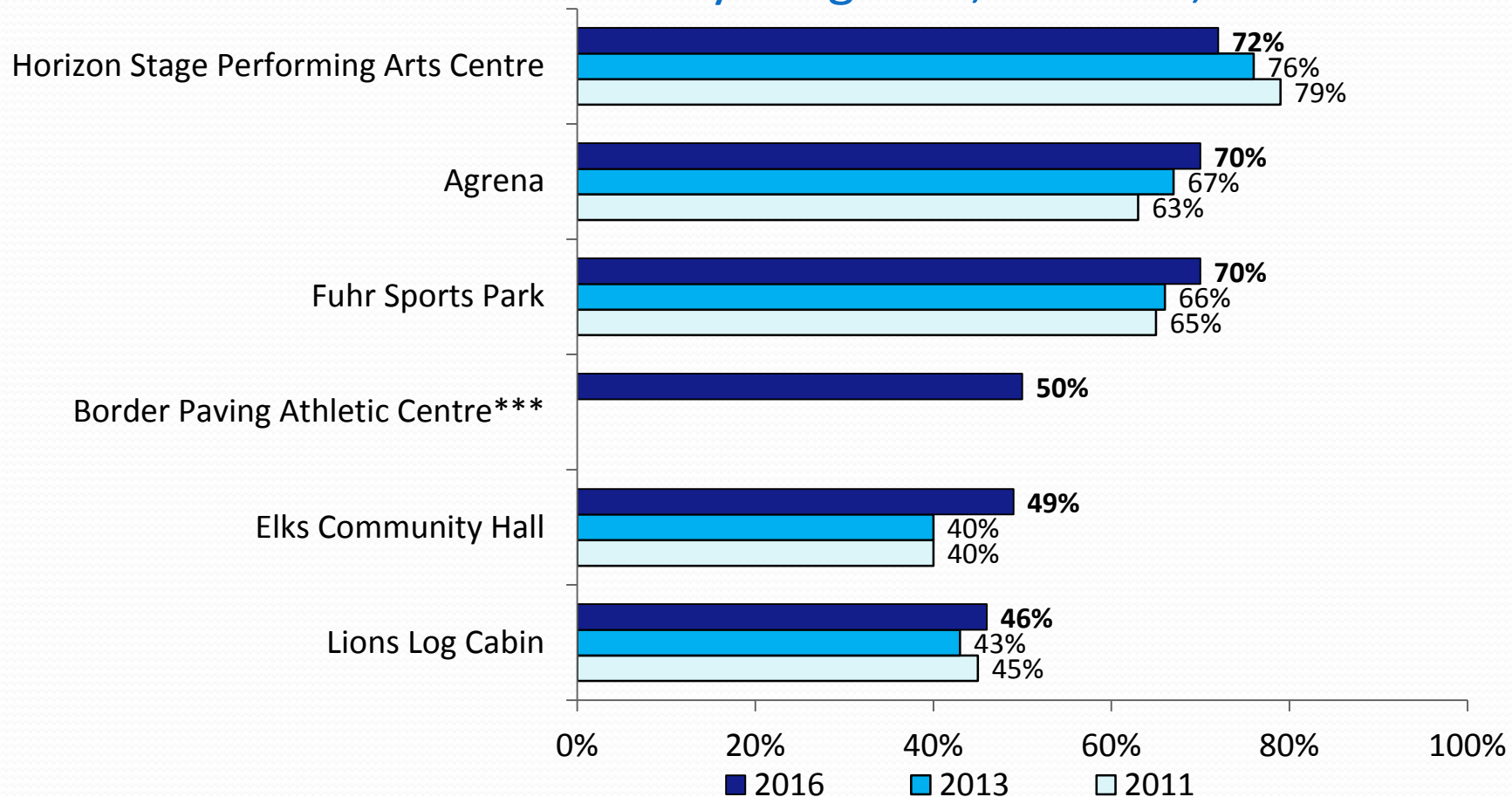
**New to 2013 survey.

***New to the 2016 survey.



Satisfaction with Programs and Services (Cont'd)

Satisfaction with Individual City Programs, Services, and Facilities*



n=400

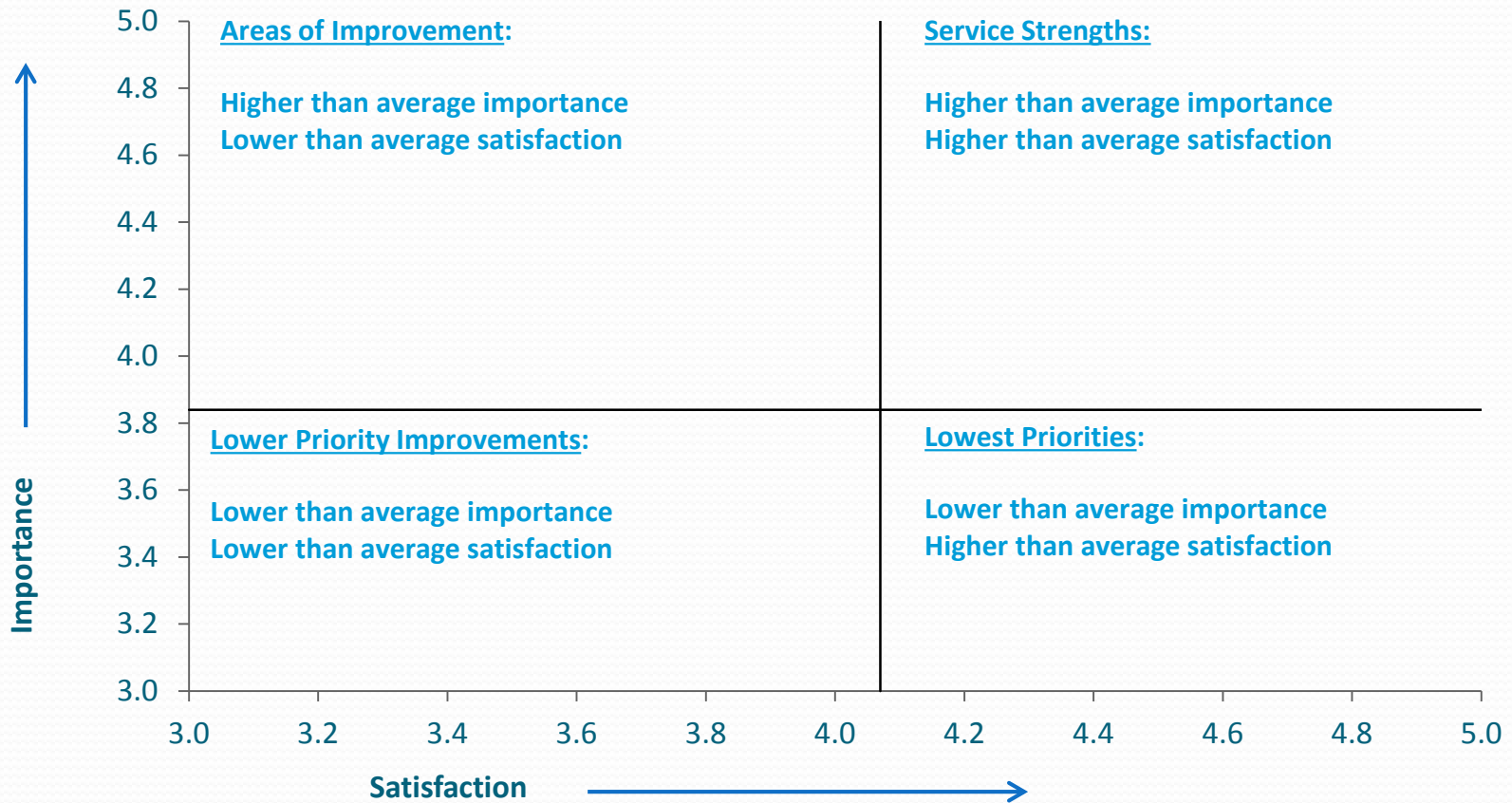
*Percent of respondents who were "satisfied" or "very satisfied" with each program, service, or facility (ratings of 4 or 5 out of 5).

***New to the 2016 survey



Satisfaction with City Facilities

Perceptual Map

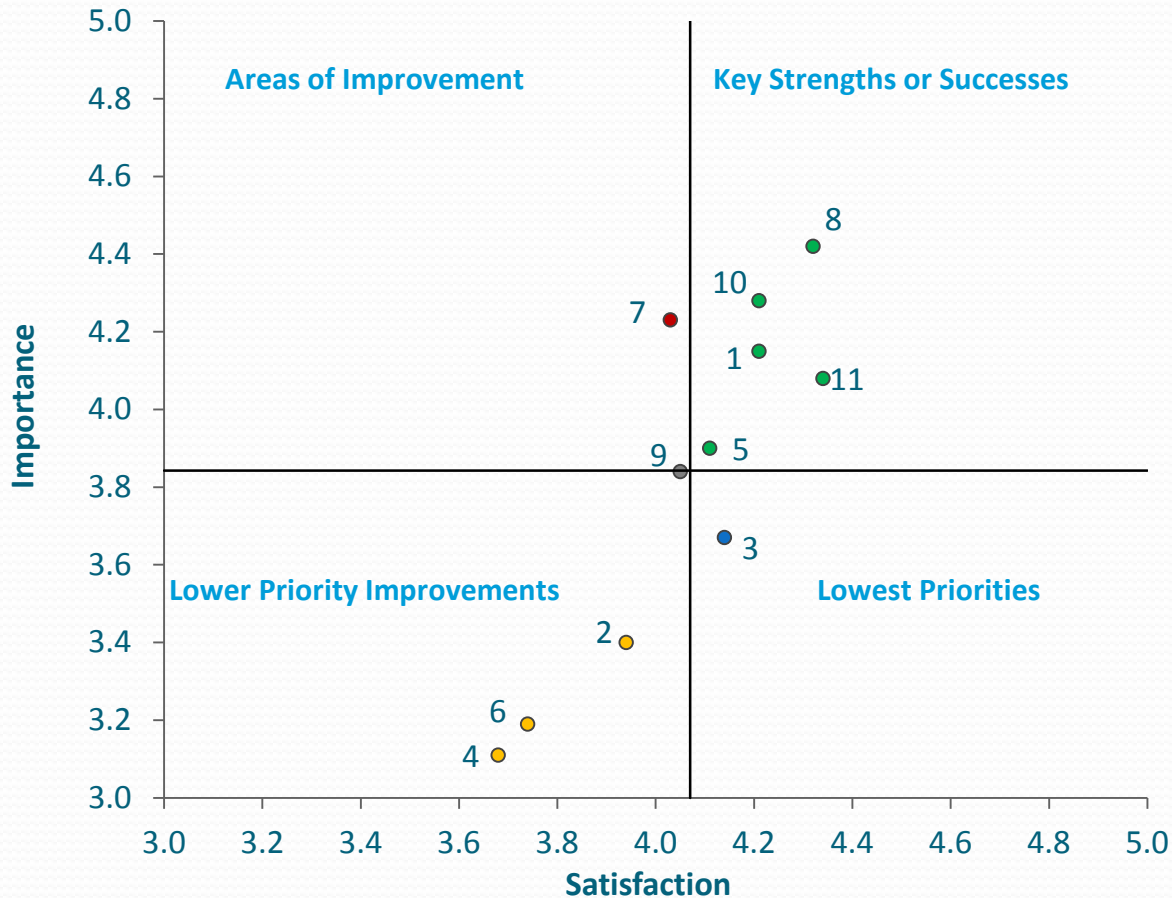


Note: Axes set at 4.07 mean satisfaction rating and 3.84 mean importance rating
Scale: 1="not at all important"/"very dissatisfied"; 5="very important/satisfied"



Satisfaction with Programs and Services

Importance versus Satisfaction with City Programs and Services



1. Spruce Grove Public Library
2. Border Park Athletic Centre
3. Fuhr Sports Park
4. Lions Log Cabin
5. Horizon Stage Performing Arts Centre
6. Elks Community Hall
7. Eco Centre
8. Trans Alta Tri Leisure Centre
9. Agrena
10. Outdoor recreation facilities
11. Jubilee Park

Note: Axes set at 4.07 mean satisfaction rating and 3.84 mean importance rating
Scale: 1="not at all important"/"very dissatisfied"; 5="very important/satisfied"



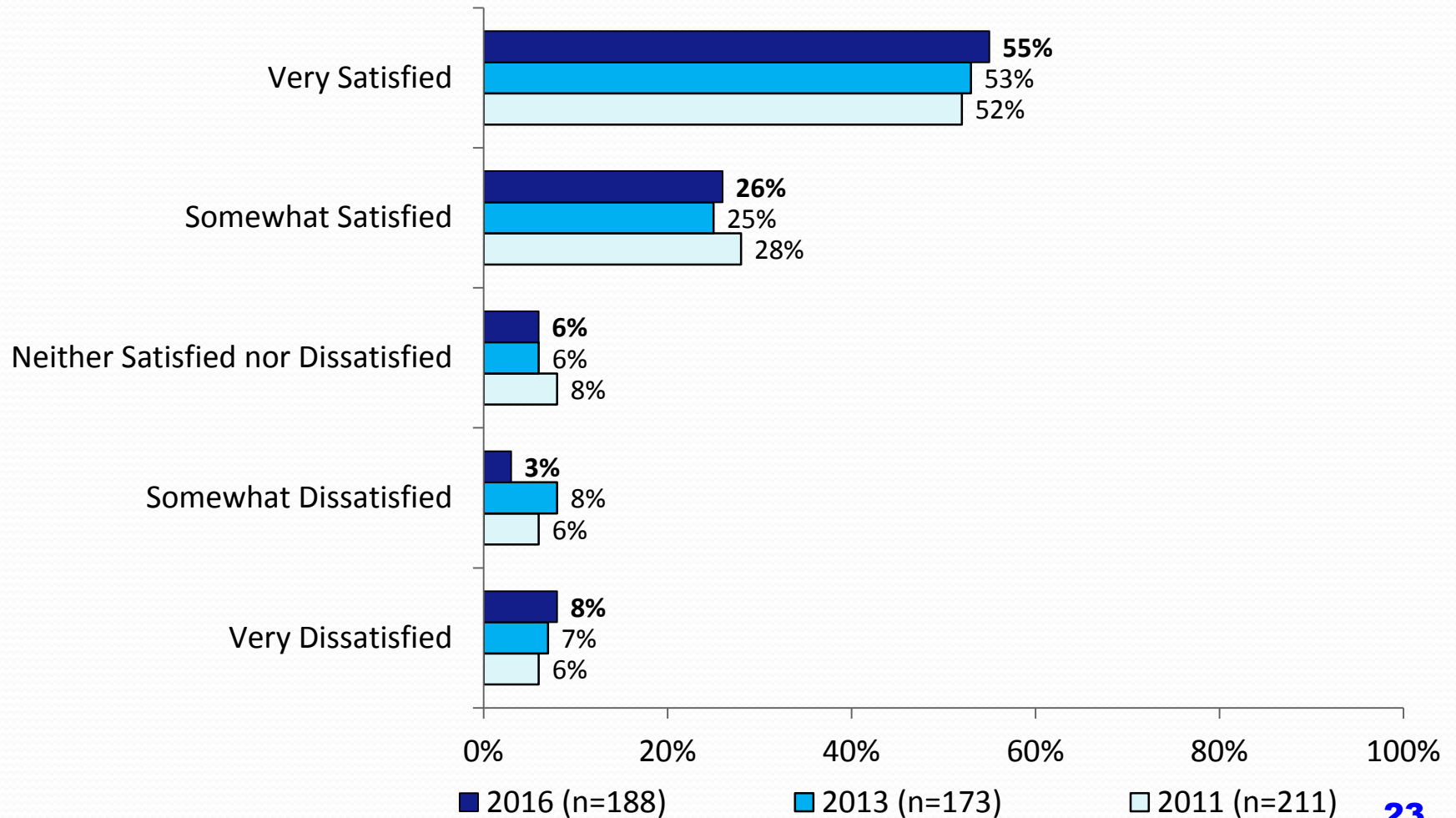
Satisfaction with City Facilities

Overall Importance and Satisfaction Ratings

- **Key Strengths or Successes:**
 - Spruce Grove Public Library;
 - Horizon Stage Performing Arts Centre;
 - TransAlta Tri Leisure Centre;
 - Outdoor recreation facilities; and
 - Jubilee Park
- **Primary Areas of Improvement:**
 - Eco Centre.

City Employees

How satisfied were you with the service provided by the City employee that you last contacted?

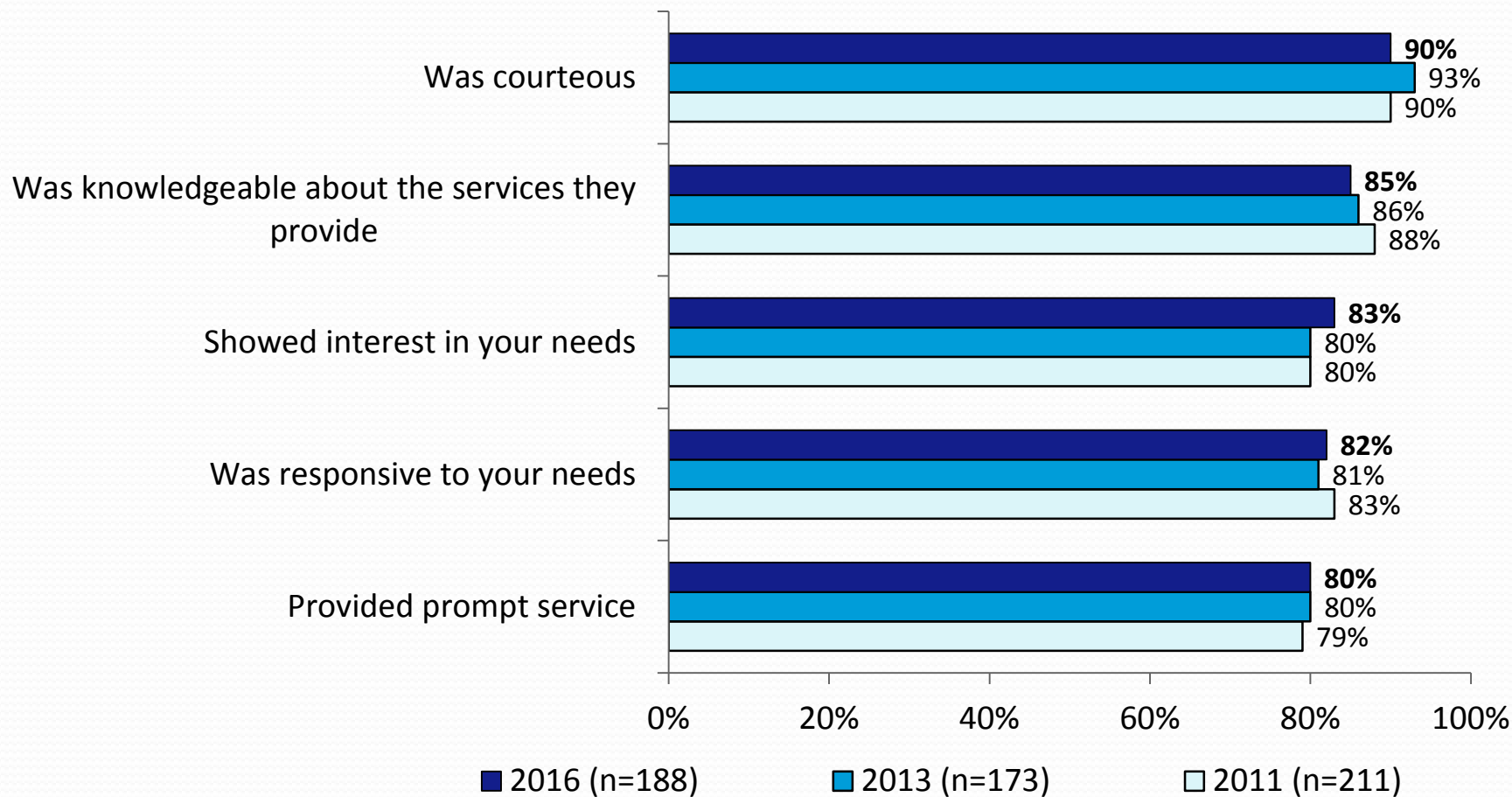


Base: Respondents who had contact with a City employee in the past 12 months



City Employees

To what extent do you agree or disagree that the City employee you last contacted...?*



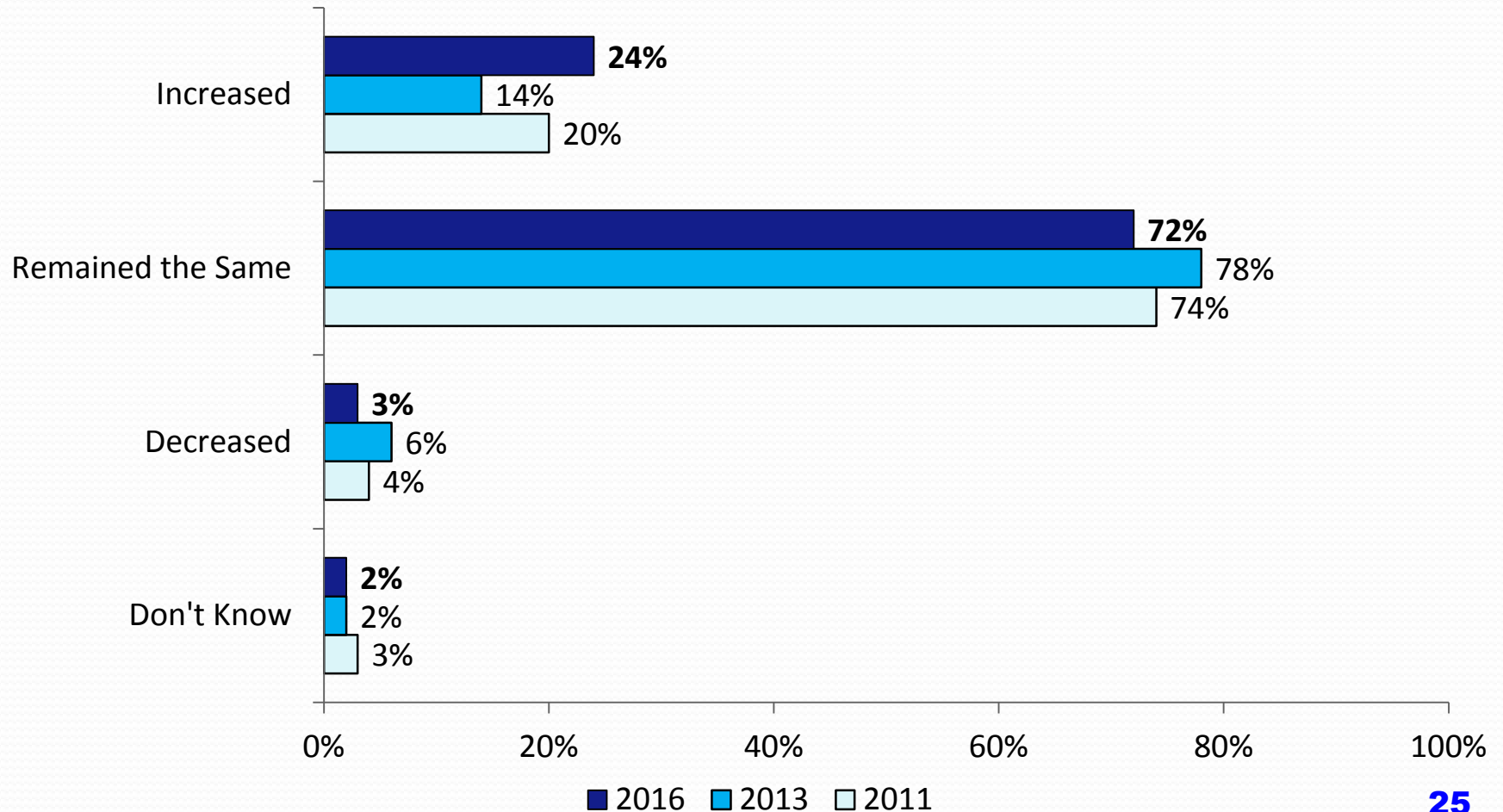
Base: Respondents who had contact with a City employee in the past 12 months

*Percent of respondents who "somewhat" or "strongly" agreed with each statement



Overall Perceptions of Spruce Grove

In the last 12 months, has the quality of service...?

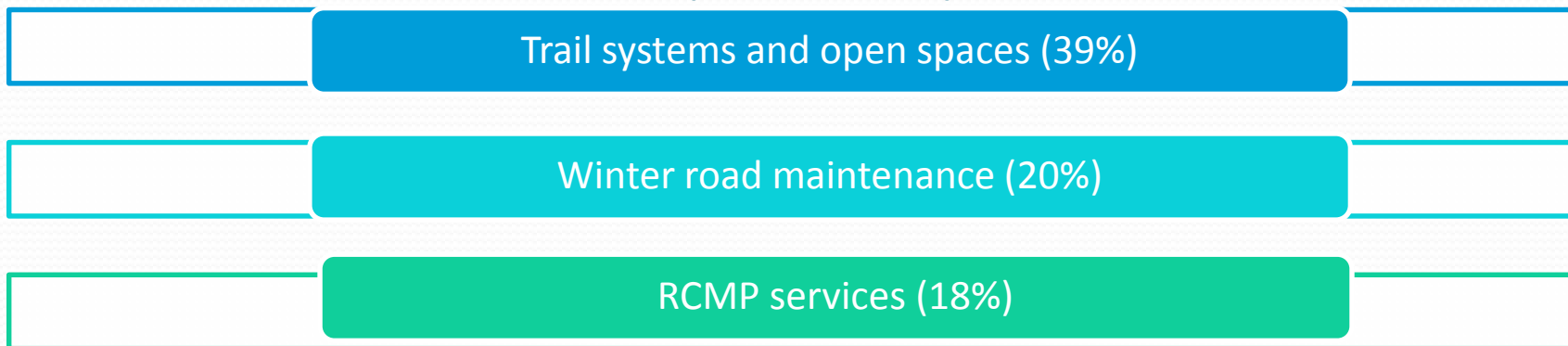


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Improvements to Services

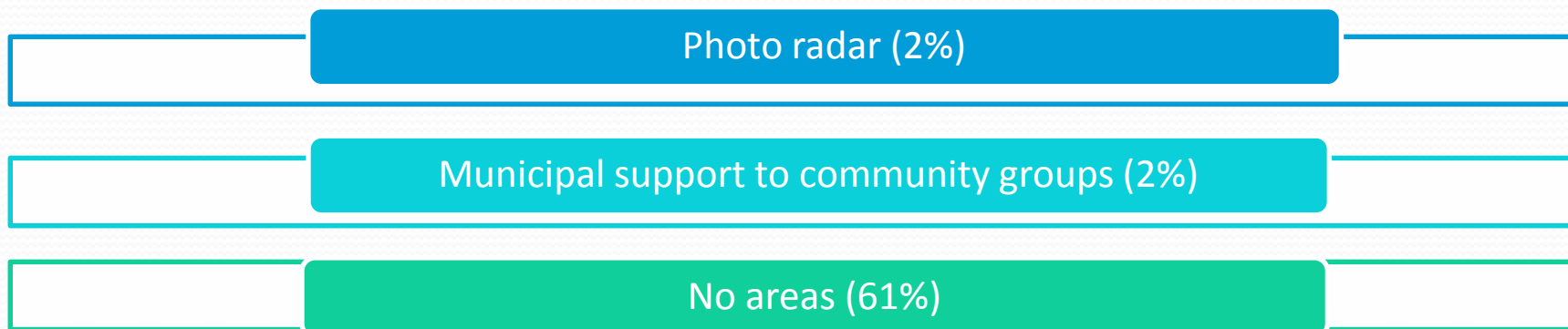
What are the most important services you would like to see the City of Spruce Grove improve?*

(Total Mentions)



Are there any areas or services where you feel funding should be reduced, or where decreases to services should be made?*

(Total Mentions)

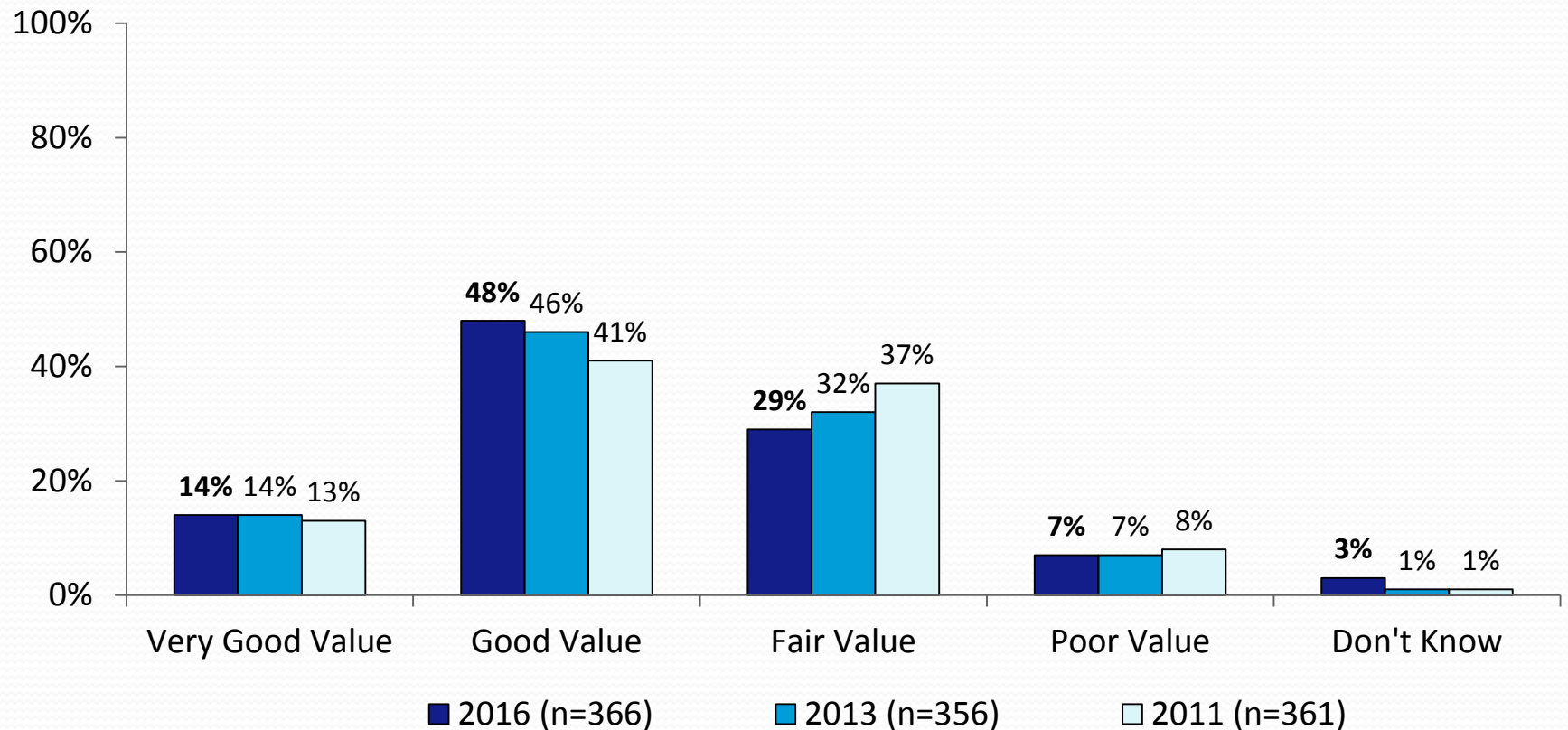


*Multiple Responses
n=400



Property Taxes and Financial Planning

Perceived Value for Tax Dollars

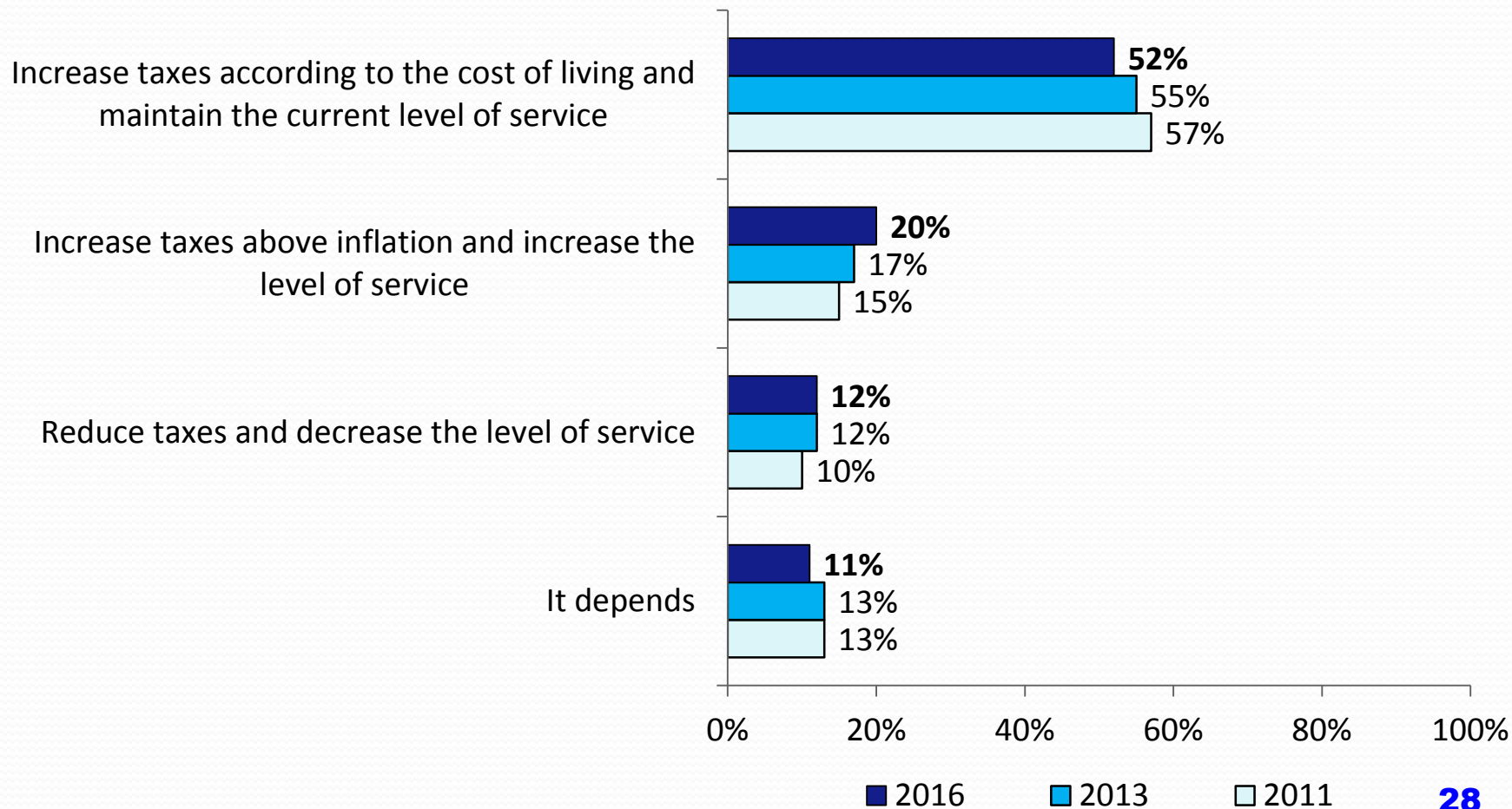


Base: Respondents who own a home in the City of Spruce Grove



Property Taxes and Financial Planning

Which of the following tax strategies would you most likely support over the next five (5) years?

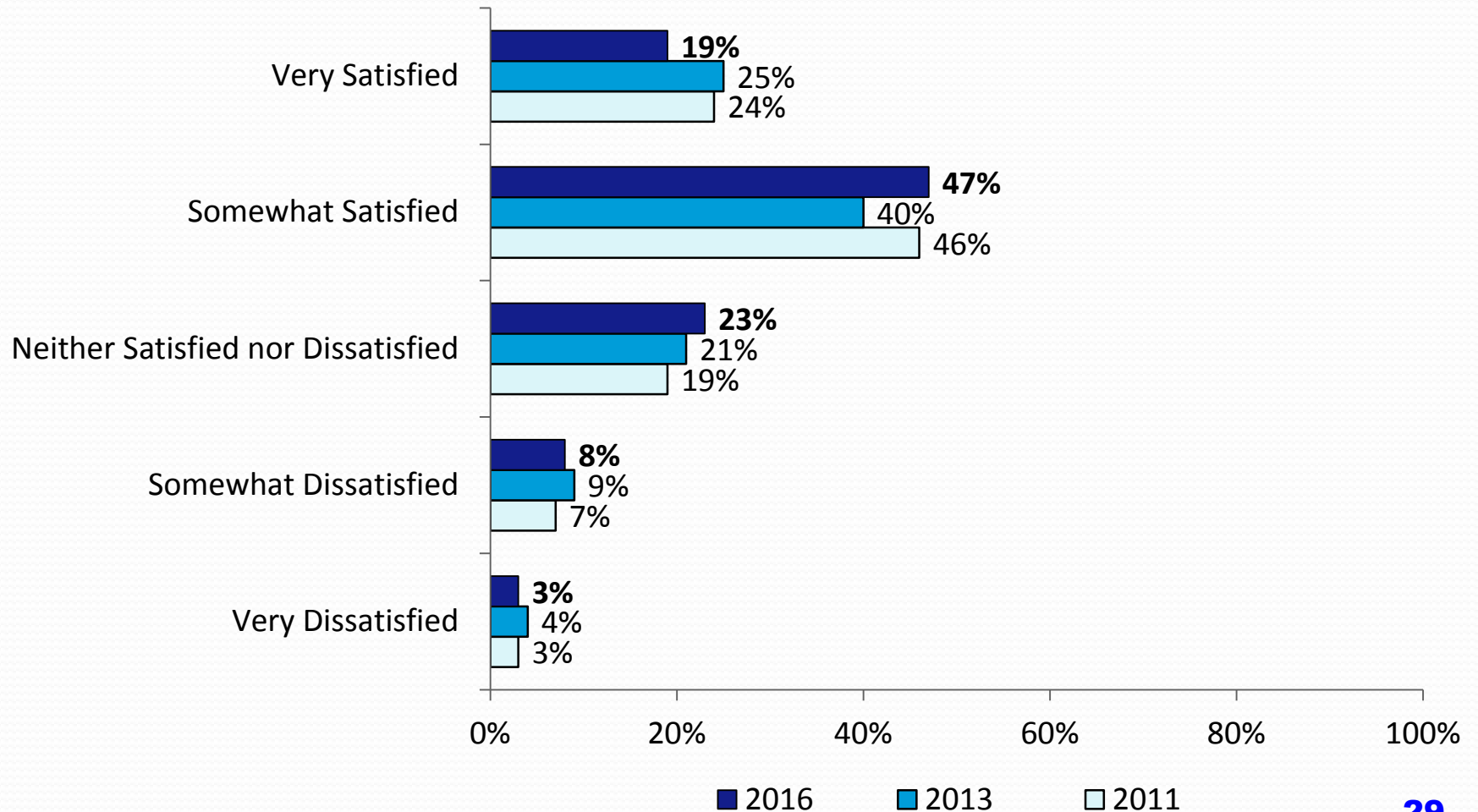


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City Communications

Overall Satisfaction with City Communications

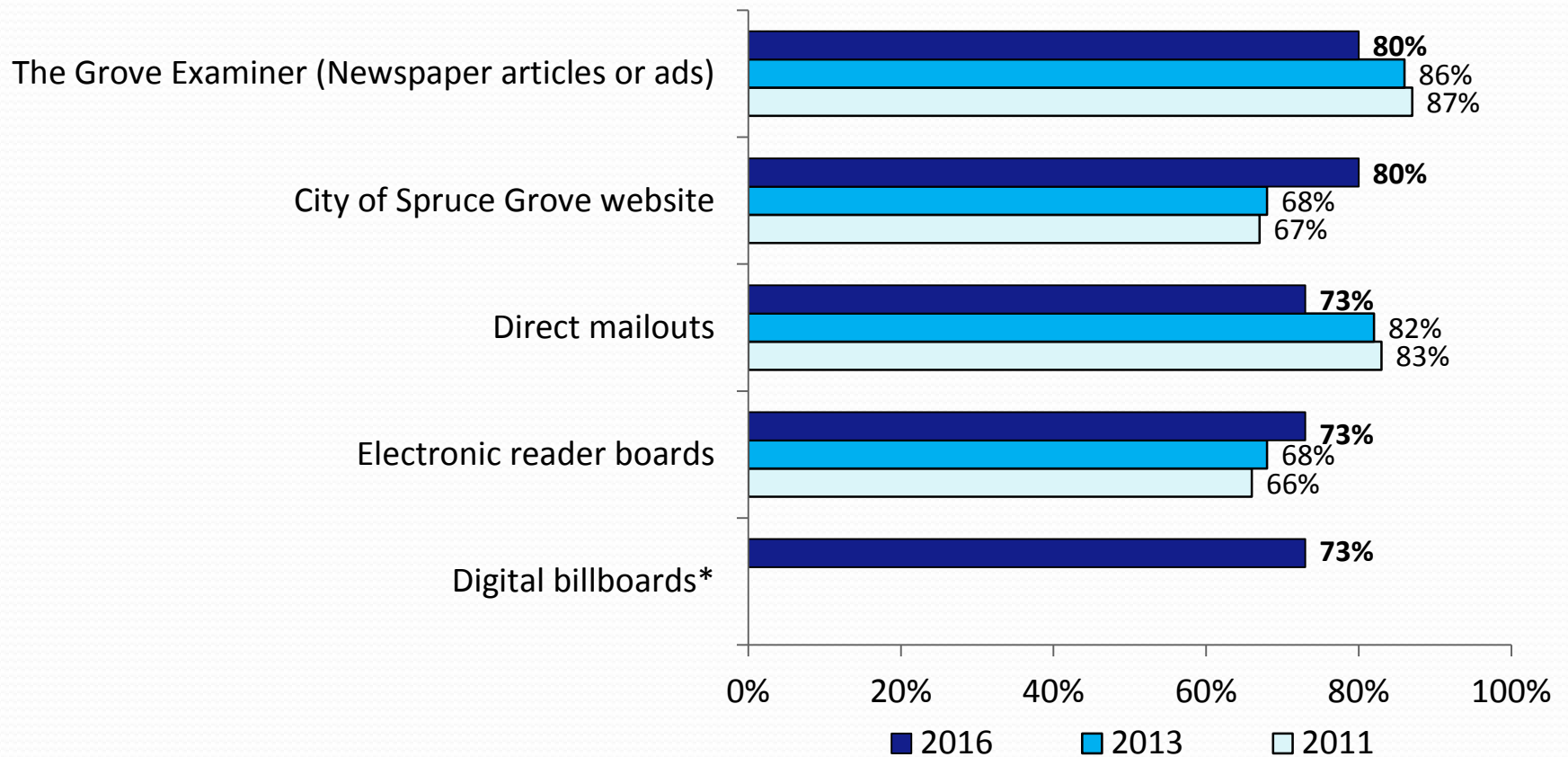


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City Communications

Effective Methods of Communication**



n=400

*New to 2016 survey

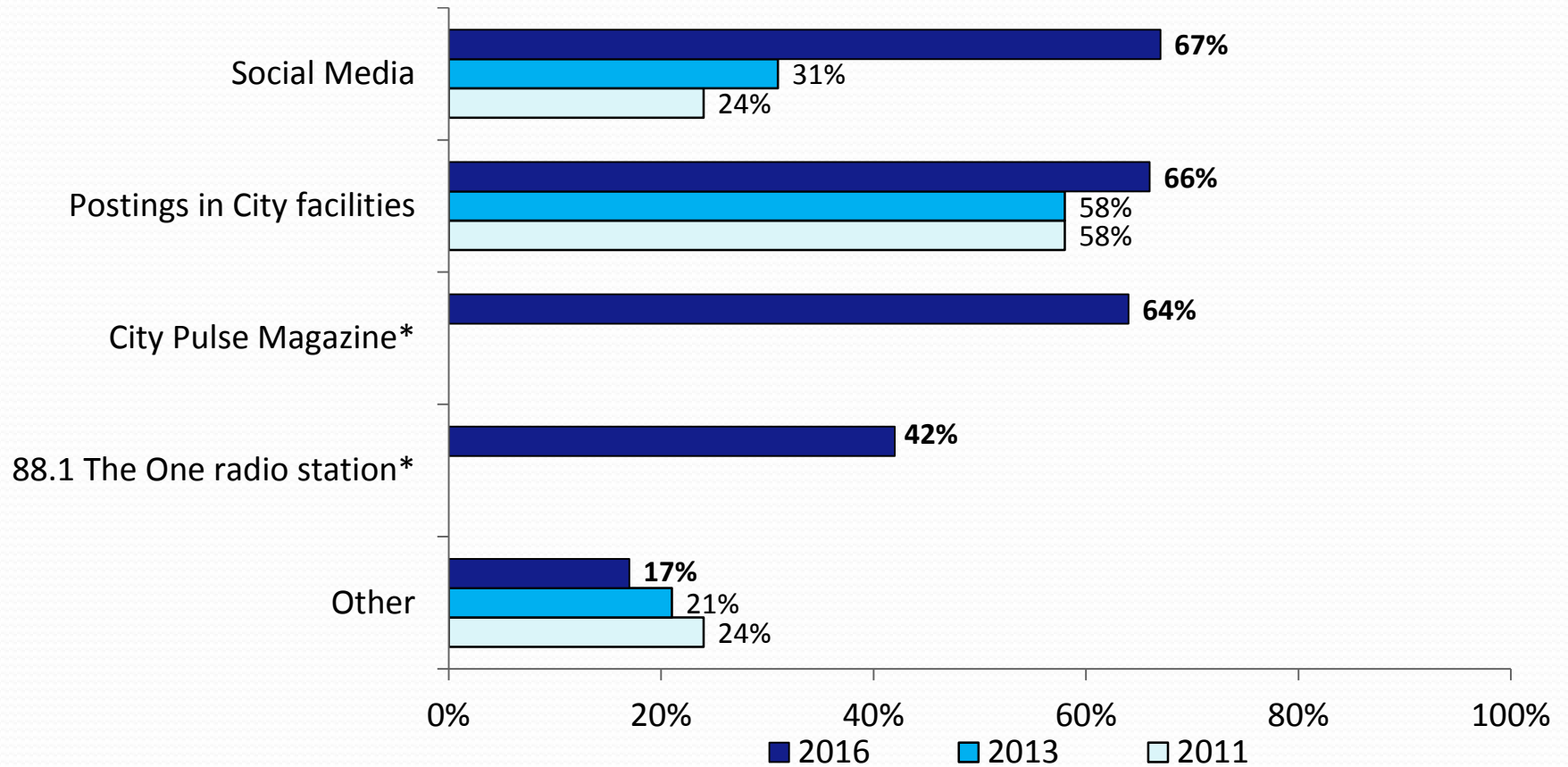
**Percent of respondents who rated each method as "very" or "somewhat" effective

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City Communications (Cont'd)

Effective Methods of Communication**



n=400

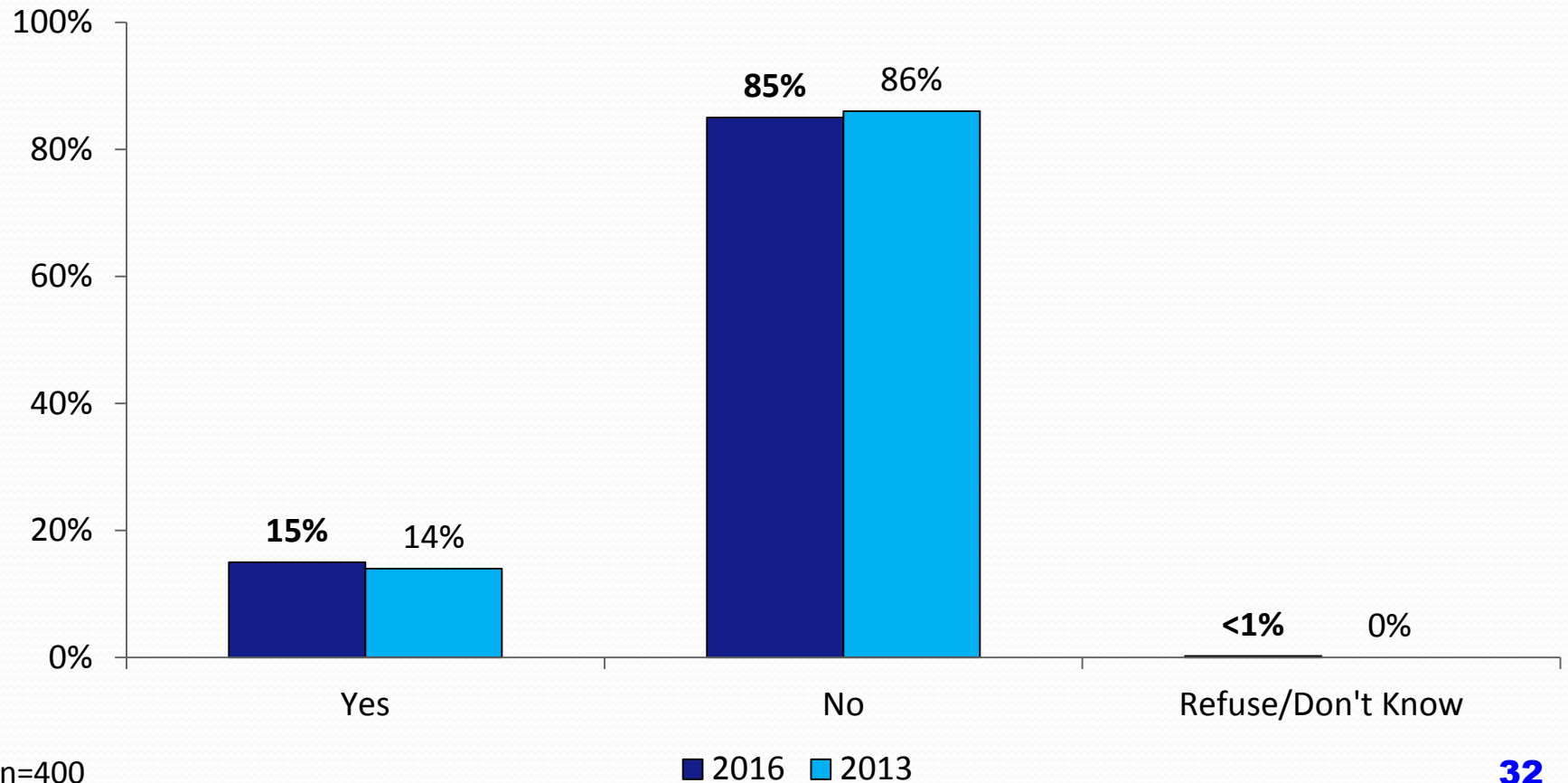
*New to 2016 survey

**Percent of respondents who rated each method as "very" or "somewhat" effective



Public Involvement

Have you participated in any public involvement processes in the last 12 months?*



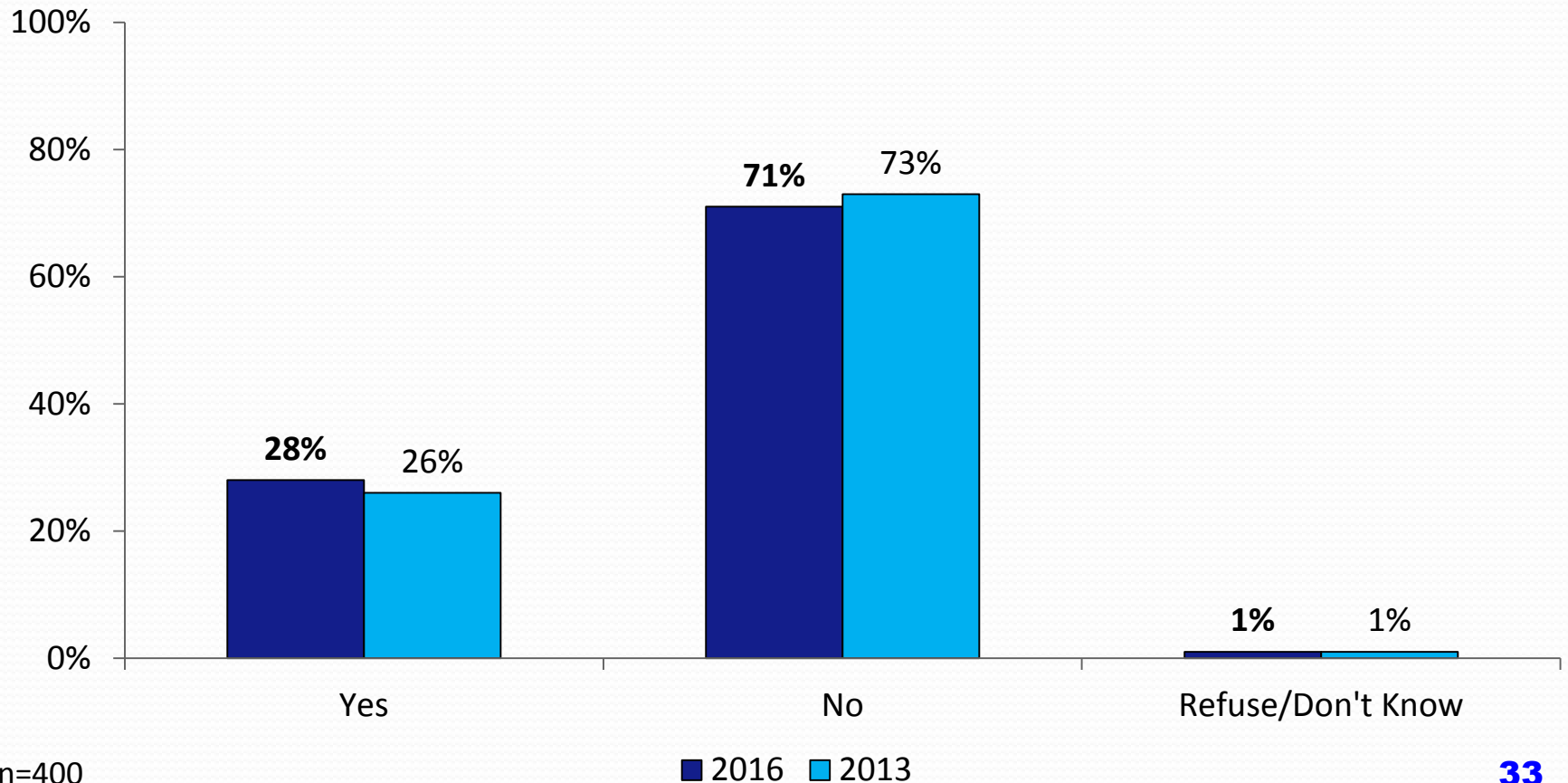
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*New to the 2013 questionnaire



Public Involvement

Are you interested in having more involvement in civic issues?*



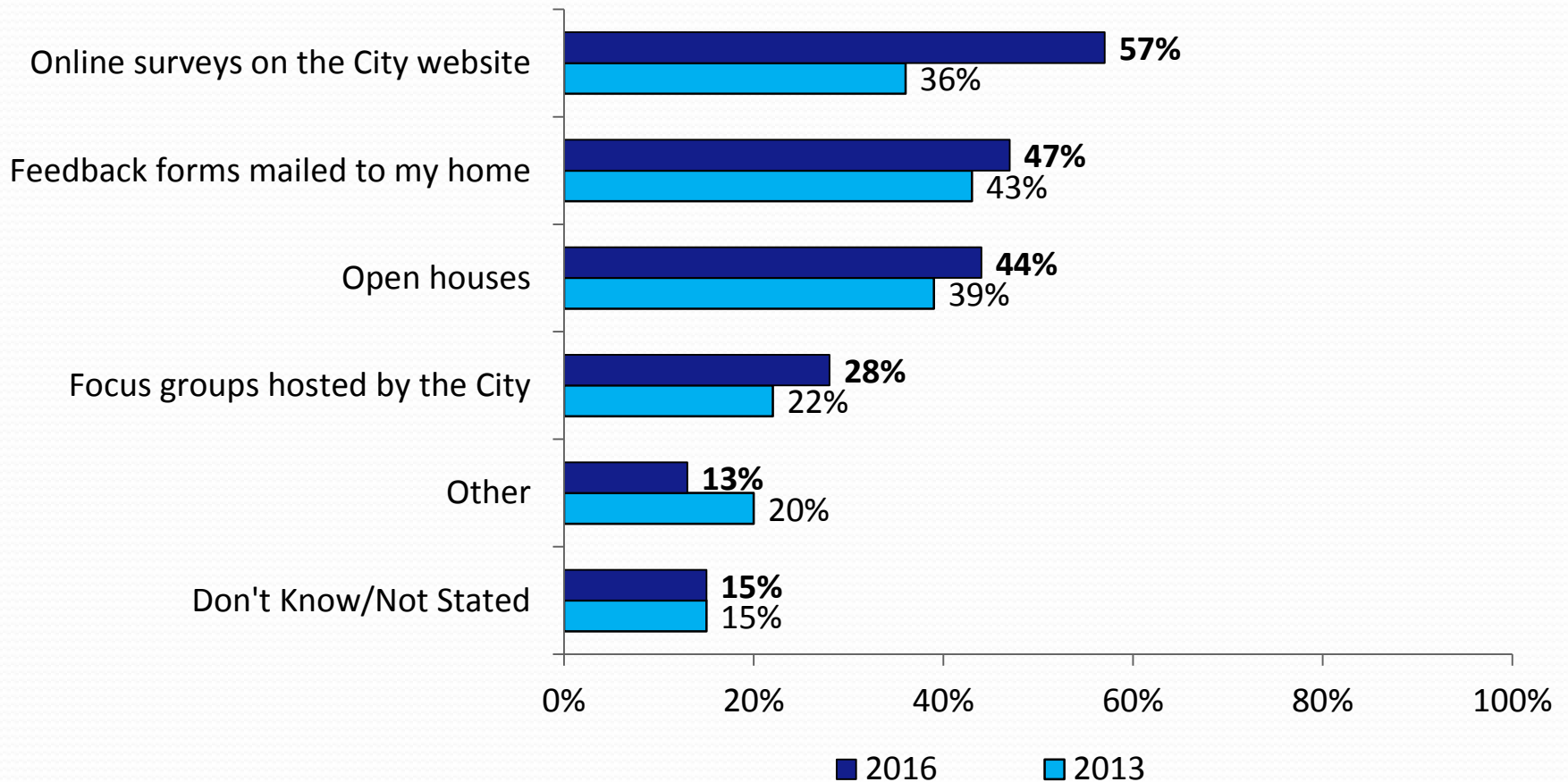
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*Not asked prior to 2013



Public Involvement

Effective Methods for Public Involvement* **



n=400

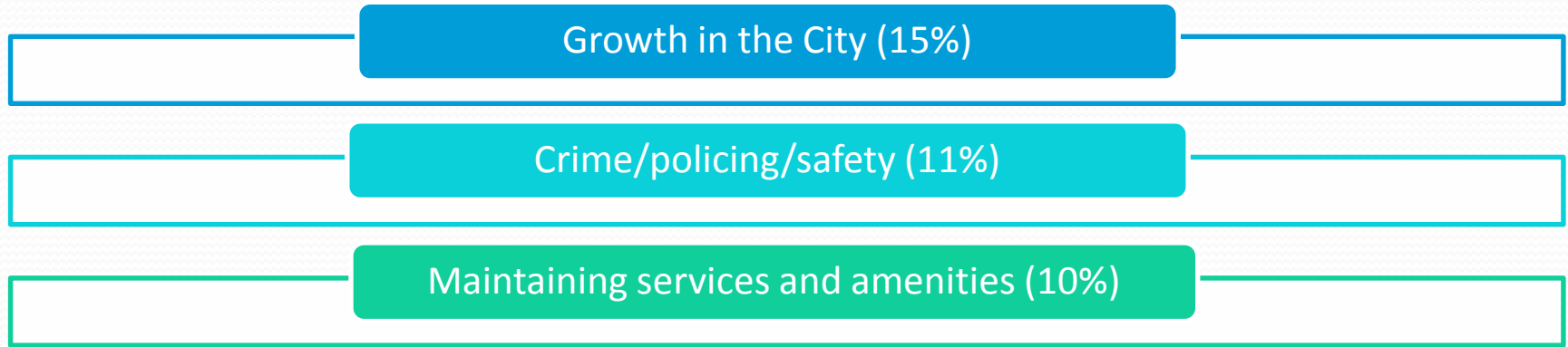
*New to the 2013 questionnaire

**Multiple responses

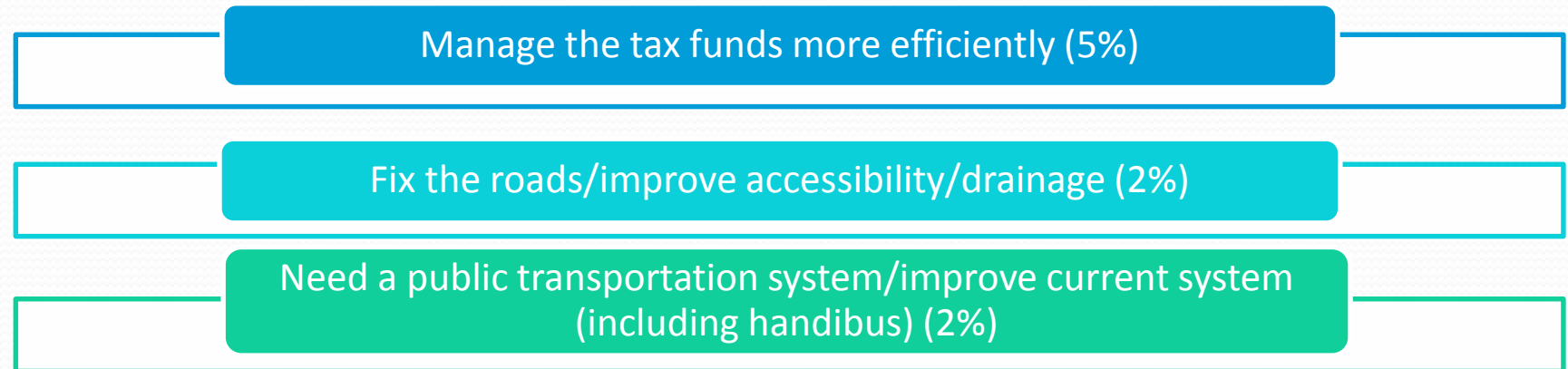


Issues Facing City Council & Final Comments

What are the most important issues facing the City of Spruce Grove Council today?*



Do you have any additional comments about the services provided by the City of Spruce Grove?*



n=400

*Multiple Responses



Questions?



Business Items Item #: 4. b.

Committee of the Whole Meeting Agenda

Meeting Date: 02/21/2017

Title: Urban Farming - Wolanski

Department: Community & Protective Services

Request for Decision Summary

To provide Council with some high level information related to urban farming and potential impacts on city bylaws. Additionally, the purpose is to solicit feedback from Council as to their desire for possible changes.

Proposed Motion

That the report related to considerations for changes to city bylaws for the purpose of allowing or restricting urban farming be received for information.

Background/Analysis

During the last significant update to the Animal Control Bylaw in 2014, administration considered whether changes to deal with urban farming were necessary. Urban agriculture, urban farming, or urban gardening is the practice of cultivating, processing, and distributing food in or around a village, town, or city. The concept of urban farming has gained traction over the last number of years as individuals and communities look for ways to introduce more fresh, alternative, and local food choices that contribute to the social, economic, and environmental sustainability of an urban centre.

Most of the discussion on the matter has centered around "urban chickens" or beekeeping; however, it goes much further than that. Many municipalities, including recently the Town of Stony Plain, have developed legislation and pilot projects to gauge interest and to develop proper control over urban farming. As mentioned, City administration discussed the matter several years ago; however, it was determined that since there were not any requests or complaints from the community that we would not introduce bylaw changes at the time and re-evaluate in the future.

With the introduction of pilot projects in neighboring municipalities, the City has seen a slight increase in questions as to whether or not the City allows for urban farming (again most notably for "urban chickens"). In answering said questions administration consulted with several City departments and legal counsel. It was determined that there may be some ambiguity in our existing bylaws. As such, it was determined that it would be appropriate to discuss the matter with Council conceptually before proceeding to either

prohibit or regulate urban farming in the City of Spruce Grove.

Options/Alternatives

The intent is to gauge feedback from Council as to whether or not the City would like to consider allowing and regulating urban farming. Although there may be some ambiguity currently, especially when it comes to enforcement, legal counsel has indicated that it is prohibited in the city. If this appeared to be the direction, administration would propose changes to remove any of the lack of clarity on the matter. If the direction appeared to move towards consideration of allowing urban farming in the City on a greater scale, administration would then work on proposed options and legislation to regulate.

Consultation/Engagement

This issue involves several areas of the City including planning, enforcement, and sustainability to name a few. Depending on feedback from Council, administration would work together to determine appropriate changes (will most likely reside within the Land Use Bylaw but also include Animal Control clarity). The complexity of larger scale changes may be best suited as a Corporate Plan initiative due to the effort involved or tie in to existing or new strategies (i.e. social sustainability, environmental, economic, etc.).

Implementation/Communication

Depending on the feedback provided by Council to administration.

Impacts

The impacts to administration and the community will also be dependent on the discussion with Council and general direction.

Strategic Vision Element:

Where People Choose to Live - A dynamic city with an exceptional quality of life

Related Goal:

Citizens consistently express high levels of satisfaction with municipal services.

Attachments

No file(s) attached.

Committee of the Whole Meeting Agenda

Meeting Date: 02/21/2017

Title: Fuhr Sports Park - Wind Mitigation - Wolanski

Department: Community & Protective Services

Request for Decision Summary

The estimated costs and scope for the Wind Mitigation project at Fuhr Sports Park has changed quite substantially. Administration wanted to bring an update and have discussions with Council on how best to proceed.

Proposed Motion

That the update and report on Wind Mitigation at Fuhr Sports Park be received as information.

Background/Analysis

On January 9th, 2017, administration brought forward a Request for Decision related to wind mitigation at Fuhr Sports Park for the mezzanine level. The request for decision included a recommendation to put forward the initiative as part of the 2018-2020 Corporate Plan. Council passed a motion at the meeting to amend the 2017 Corporate Plan to proceed this year with funding to come from surplus.

The original estimate included as part of the RFD called for a budget that still needed to be finalized but that "initial verbal estimates are in the \$60,000-\$80,000 range". This was based on quotes for the product itself that ranged from \$40,000-\$55,000 with the additional money for design, engineering, and anchoring. Following the approved motion Recreation Services worked with our Facilities and Fleet Management and Safety Codes representatives to finalize planning. It was determined that anchoring would need to be a key component to meet safety code requirements. As such, administration engaged the services of BPTEC Engineering to perform preliminary scoping and design for a wind mitigation system for the mezzanine deck on the Field House at the Fuhr Sports Park. BPTEC served as the structural Engineers for the original project so they are very familiar with the building.

Their analysis and knowledge of the building indicated that the level of technical sophistication required for such a system was beyond the two wind mitigation systems initially proposed by Suncoast Enclosures and Deckview Glass & Railing. The driver behind the advanced level of design is unquestionably the need to obtain adequate anchorage. Due to the structural elements of the building and existing railing, the wind screens would need to be anchored directly at grade beam and second floor elevations resulting in an estimated 42 galvanized metal poles, approximately 25ft. in height and 4

inches in diameter.

The nature of the work which now includes crane rental for installation, steel costs, notching, anchoring, and finishing work to the second floor has increased the costs significantly. Additionally, while the windscreens on the mezzanine level will be aesthetically pleasing, the same cannot be said for the anchoring and posts on the outside of the building. As such, administration believes that due to the changes in the costs and scope it was necessary to come back to Council for discussion on potential options.

The original analysis report did contemplate a secondary option of windscreens and planters located strategically on the mezzanine; however, administration does not believe this to be a viable option when considering operational matters and similar anchoring and safety code concerns. This was not pursued in greater detail.

Options/Alternatives

Should Council wish to revisit the resolution from January 9, 2017 that stipulated that the 2017-2019 corporate plan be amended to include in 2017 a wind mitigation initiative for the Fuhr Sport Park and that the funds be allocated out of municipal surplus, the process would be as follows:

1. A motion to reconsider would be required and must be passed by a 2/3 majority of Council.
2. If passed, the above motion would then be open for continued debate and Council could either amend or defeat the motion as they deemed appropriate.

Consultation/Engagement

Implementation/Communication

Impacts

There would be a subjective aesthetic impact if we were to proceed; however, it is still estimated that there would be a reduction in wind by up to 80%.

Strategic Vision Element:

Where People Choose to Live - A dynamic city with an exceptional quality of life

Related Goal:

High quality leisure, recreational, commercial and social infrastructure and amenities that meet the interests and needs of the greater community are in place and conveniently accessible.

Financial Implications:

Original estimates were between \$60,000-\$80,000. Pre-tender estimates are now at \$170,000.

Attachments



The City of
Spruce Grove

Request for Decision

Closed Session Item #: 5. a.

Committee of the Whole Meeting Agenda

Meeting Date: 02/21/2017

Title: Development Proposal - Walker

Department: Economic & Business Development

Request for Decision Summary

Proposed Motion

That Council go into closed session under Section 25(1)(c) of the Freedom of Information and Protection of Privacy Act, RSA 2000, c. F-25.

Background/Analysis

Options/Alternatives

Consultation/Engagement

Implementation/Communication

Impacts

Strategic Vision Element:

This topic relates to all three of the City's strategic vision elements contained in Council's Strategic Plan

Related Goal:

Attachments
