

DATE: September 9, 1997

TO: All Departments

FROM: City Clerks

RE: PLEASE POST FOR THE INFORMATION OF ALL EMPLOYEES

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***FILE***

***SUMMARY OF DECISIONS***

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FOR THE REGULAR MEETING OF RED DEER CITY COUNCIL

HELD IN THE COUNCIL CHAMBERS, CITY HALL

***Monday, September 8, 1997***

COMMENCING AT ***4:30 P.M.***

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- (1) Confirmation of the Minutes of the Regular Meeting of August 25, 1997

**DECISION - Confirmed as transcribed**

PAGE #

(2) **UNFINISHED BUSINESS**

1. Engineering Services Manager - Re: Traffic Signal Warrant at Dunlop Street and 30 Avenue

.. 1

**DECISION - Agreed that traffic signals not be installed at this time at Dunlop Street and 30 Avenue, however, that this item be reexamined in conjunction with the 1998 Budget deliberations**

(3) **PUBLIC HEARINGS**

1. City Clerk - Re: Disposal of Part of Lot R5 (Reserve), Block 4, Plan 772-0064 To Bruin's Plumbing & Heating Ltd. / Ted Olson Construction (Red Deer Ltd.), Bildex Construction Ltd. and Tar-Ific Developments Ltd.

.. 6

**DECISION - Agreed to the disposal of the noted Municipal Reserve and approved the sale of said lands**

(4) **REPORTS**

1. Fire Chief / General Manager - Re: World Police Fire Games Torch Run / Presentation of Commemorative Torch

.. 9

**DECISION - Commemorative Torch presented to The City in honour of the World Police Fire Games Torch Run on behalf of Northwestern Utilities. Many of The City's Emergency Services Personnel and R.C.M.P. Members participated in the Games**

2. Councillor Bill Hull - Re: Turn Of The Century Celebrations / Request to Form Planning Committee

.. 14

**DECISION - Agreed that the Mayor appoint a Committee to consider Millennium celebrations and that said Committee be responsible for submitting a report to Council outlining the details and budget considerations for the Millennium celebrations to take place December 31, 1999**

3. Personnel Manager - Re: Salary Survey - Mayor, Council and City Manager

.. 15

**DECISIONS:**

1. That the Mayor continue to receive the current level of remuneration, which is \$56,901 per annum and that Council Policy No. 5203 - Council Remuneration be amended to reflect the policy that the total cash compensation program for the Mayor's position be based on the median of the marketplace;

**2. To adopt a policy of paying Councillors in the City of Red Deer the median amount of total compensation received by Councillors in the 7 Western Canadian cities with whom Red Deer compares itself;**

**3. That the City Manager's salary be adjusted to \$110,660 effective October 4, 1997;**

**4. That Council Policy No. 5203 - Council Remuneration, be adjusted accordingly.**

1. Director of Corporate Services - Re: Customer Service Enhancements - Request To Approve New Council Policy No. 1012 - Customer Service Enhancements

.. 21

**DECISION - Agreed to add new Council Policy No. 1012 - Customer Service Enhancements to the Council Policy Manual**

(5) **CORRESPONDENCE**

(6) **PETITIONS AND DELEGATIONS**

(7) **NOTICES OF MOTION**

(8) **WRITTEN INQUIRIES**

(9) **BYLAWS**

**ADDITIONAL AGENDA:**

1. Tax Coordinator - Re: 1997 Tax Sale

.. 1

**DECISION - Agreed that the 1997 Tax Sale be held December 4, 1997 in the Council Chambers of City Hall, commencing at 11:00 a.m.**

# **A G E N D A**

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FOR THE **REGULAR MEETING OF RED DEER CITY COUNCIL**

TO BE HELD IN THE COUNCIL CHAMBERS, CITY HALL

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2. Councillor Bill Hull - Re: Turn Of The Century Celebrations / Request to Form Planning Committee . . 14
3. Personnel Manager - Re: Salary Survey - Mayor, Council and City Manager . . 15

4. Director of Corporate Services - Re: Customer Service Enhancements - Request To Approve New Council Policy No. 1012 - Customer Service Enhancements

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(5) **CORRESPONDENCE**

(6) **PETITIONS AND DELEGATIONS**

(7) **NOTICES OF MOTION**

(8) **WRITTEN INQUIRIES**

(9) **BYLAWS**

Committee of the Whole:

- (a) Administrative Matter
- (b) Administrative Matter
- (c) Administrative Matter
- (d) Administrative Matter

055-1016 I

DATE: August 19, 1997

TO: City Clerk

FROM: Engineering Services Manager

**RE: TRAFFIC SIGNAL WARRANT AT DUNLOP STREET AND 30 AVENUE**

We would remind Council of the following resolution that was passed on August 12, 1996:

"RESOLVED that Council of The City of Red Deer, having considered correspondence from the Holy Family School Council dated May 10, 1996, re: Installation of Traffic Signals at Dunlop Street and 30 Avenue, hereby agrees as follows:

1. That the Engineering Department conduct a new signal warrant analysis in the Spring of 1997 and include an additional \$600 in the 1997 Engineering Department's operating budget;
2. That the warrant analysis include field observations based on the two worst one-hour periods of a typical week as identified by the Deer Park Merchants Association and Ms. Debbie Whitecotton of the Holy Family School Council, as presented to Council August 12, 1996."

#### Field Survey Undertaken

The two critical one-hour periods were identified in a meeting held May 22, 1997. Those present included the Holy Family School Council Chairperson, Debbie Whitecotton; the Vice-Principals of Hunting Hills High School and Notre Dame High School; the Deer Park Merchants Association President; nine other Deer Park Merchant representatives; and Mr. Chi Lee, Traffic Engineer.

The day chosen was a Thursday before June 19, 1997, for the periods of 12:15 p.m. - 1:15 p.m. and 3:15 p.m. - 5:15 p.m. A survey was subsequently conducted on Thursday, May 22, 1997 for the periods of 12:00 p.m. - 1:30 p.m. and 3:00 p.m. - 5:30 p.m. The survey data is available from our office if any member of Council wishes to review the same.

#### Signal Warrant Criteria

The signal warrant criteria that was adopted by City Council in 1973 is, and in our opinion remains, a valid set of evaluation criteria today. The warrant states that for signals to be considered, there must be more than **60 pedestrians** in one hour, with an average delay of more than **60 seconds** during the same period, as well as **over 400 vehicles per hour**.

City Clerk  
Page 2  
August 19, 1997

The Dunlop Street and 30 Avenue intersection does not fully meet this warrant. Not one of the critical hours identified by the Deer Park Merchants Association meets this criteria for signal installation. The one hour with the highest number of pedestrians and delays occurred between 3:45 p.m. and 4:45 p.m. In this hour there were **32 pedestrians** waiting for an average of **16 seconds**. During the hours identified, 50 out of 52 pedestrians crossed the road in less than 30 seconds. The number of vehicles counted by IMC Consultants on 30 Avenue during this same hour on Thursday, July 4, 1996, was **730 vehicles per hour**. Please note that the traffic was not counted on May 22, 1997, as we had this information from a previous count undertaken only 10 months before, on July 4, 1996. We believe this count remains representative of the peak hour conditions and that a recount would not have been cost effective.

If a signal is installed, the red light for cross street traffic, in most circumstances, would last longer than 16 seconds. Many pedestrians would activate the signal, but would not likely wait 60 to 90 seconds for a walk light due to the available gaps in the 30 Avenue traffic. Motorist frustration on 30 Avenue would increase as they would be stopped when there may be no cross-street traffic or pedestrians.

### **RECOMMENDATION**

In view of the evaluation criteria and the survey results, we would respectfully recommend that signals not be installed at this time. In anticipation of future traffic growth and additional pedestrian delays, Council may wish to tentatively schedule this signal installation for a future year in the City's Five Year Capital Budget Plan, subject to meeting the warrants at that time.

  
Ken G. Haslop, P. Eng.  
Engineering Services Manager

CYL/emr

TRAFFIC SIGNAL WARRANT ANALYSIS 1991- 1997					
Location	Year Warrant Completed	Accident History Priority Points	Proximity of Adjacent Signal Priority Points	Approach Vehicular And Pedestrian Volume Priority Points	Total Priority Points
<b>WARRANT CRITERIA</b>					<b>100</b>
67 St. / Golden West Av.	1997 <sup>(1)</sup>	n/a	n/a	n/a	n/a
67 Str. / 65 Av.	1997 <sup>(1)</sup>	n/a	n/a	n/a	n/a
	1993	-21	26	27	32
	1991	-7	23	26	42
Dunlop St. / 30 Av.	1997	15	16	25	56
Rollis St. / 30 Av.	1997 <sup>(1)</sup>	n/a	n/a	n/a	n/a
63 St. / 59 Av.	1991	17	19	17	53
Hwy 11A / Taylor Dr.	1997	Conducted by Alberta Trans & Utilities			48
Dawson St. / 30 Av.	1997 <sup>(1)</sup>	n/a	n/a	n/a	n/a
39 St. / 38A Av.	1993	-30	24	5	-1

<sup>(1)</sup> Not available. Warrant analysis to be completed September 1997. Based on our judgement, these intersections would likely reach this priority level.

PEDESTRIAN ACTUATED SIGNAL WARRANT ANALYSIS 1991- 1997						
Priority	Location	Year Warrant Completed	Pedestrian Volume (Peak Hour)	Peak Hour Traffic Volume	Average Pedestrian Delay	Distance from Nearest Signal
	<b>WARRANT CRITERIA</b>		<b>&gt;60</b>	<b>&gt;400</b>	<b>&gt;60</b>	<b>&gt;1000 feet</b>
1	Northey Av /Greenham Dr	1994	50	258	1	> 1000 feet
2	Dunlop St. / 30 Av.	1997 (noon)	47	400+	8	>1000 feet
		1997 (pm)	5	400+	5	>1000 feet
3	32 St. / Alford Av.	1997	38	400+	3	> 1000 feet
		1994	24	447	3	> 1000 feet
4	32 St. / Ayers Av.	1997	31	400+	6	> 1000 feet
		1994	12	447	1	> 1000 feet
		1992	< 60	443	< 60	> 1000 feet
5	32 St. / Allan St.	1997	22	400+	7	> 1000 feet
6	39 St. / Davison Dr.	1992	20	est. 200	4	> 1000 feet
7	30 St. / Bremner Av.	1992	9	400	12	> 1000 feet
8	43 St. / 48 Av.	1994	assumed <60	1001	assumed <60	> 1000 feet
9	44 St. / 40 Av.	1994	assumed <60	742	assumed <60	> 1000 feet

**NOTE:** The shaded part does not meet the warrant. For presentation purpose, the signals are listed in order of priority based on the Pedestrian volume criterion.





N.W. 1/4 -11-38-27-4

***Comments:***

In response to the attached resolution of Council, the Engineering Department has now undertaken the required field survey and warrant analysis. As can be seen, the total points determined by this analysis for this intersection are 56, which do not meet the criteria for a signal. (For Council's information, Alberta Transportation will not give any consideration to a warrant with less than 60 points, will actively review warrants between 60 and 80 points and will only install signals with a warrant between 80 and 100 points).

It is important to note that the principle consideration in installing traffic lights is one of public safety, not convenience. It is the experience of Traffic Engineers that traffic lights which are put in place where there does not appear, to either the pedestrian or motorist, to be a compelling need for such a signal, creates behavior in both pedestrian and motorists which in fact detracts from rather than enhances safety. For this reason, I concur with the recommendations of the Engineering Services Manager and recommend that Council not approve the installation of a traffic signal at present.

Also, attached hereto is a chart of a number of traffic signals currently under review. Although the field surveys and warrant analysis have not been completed on a number of these signals, they are listed in what our Traffic Section anticipates will be the order of priority. This priority order will not be established finally until later this year. We recommend that once this order is established, provisions be made in the 1998/2000 budget for the installation of those that meet the warrants.

"H. M. C. Day"  
City Manager

September 2 1997

Mr. Kelly Kloss  
City Clerk  
4914 48 Avenue  
Red Deer, AB  
T4N 3T4

Submitted To City Council  
Date: Sept. 8, 1997

Dear Mr. Kloss:

In response to your letter dated July 22, 1997 regarding the traffic signals at Dunlop Street and 30 Avenue;

I recently met with the members of the Deer Park Merchants Association and read the information to them regarding the recommendation from the Engineering Services Manager.

Although we are extremely disappointed with the recommendation from the Engineering Department regarding installation of the traffic lights, we feel at this time that further action on the part of the Merchants Association and the Holy Family School Council will not change the recommendation.

We would ask however that Council consider a request to reexamine the need for traffic signals at this intersection in a years time. With the growth of Lancaster Meadows, Victoria Park and Deer Park and with the increase of traffic from the two senior high schools, we feel that installation of lights at Dunlop Street and 30 Avenue will need to take place before the year 2002, as was the recommendation from the Engineering Department.

On behalf of the Deer Park Merchants Association and the Holy Family School Council, I thank City Council for providing the funds for a second survey. It was our hope that the recommendation would have been for installation of traffic signals this year.

Sincerely,

*D. Whitecotton*  
Mrs. Debby Whitecotton  
Chairperson  
Holy Family School Council

THE CITY CLERK  
12:50 PM  
9/9/97  
R

# FILE

## Council Decision - September 8, 1997 Meeting

**DATE:** September 9, 1997  
**TO:** Engineering Services Manager  
**FROM:** City Clerk  
**RE:** TRAFFIC SIGNAL WARRANT AT DUNLOP STREET AND 30 AVENUE

**Reference Report:** Engineering Services Manager, dated August 19, 1997

**Resolution:**

"RESOLVED that Council of The City of Red Deer, having considered report from the Engineering Services Manager dated August 19, 1997, re: Traffic Signal Warrant At Dunlop Street and 30 Avenue, hereby agrees:

1. that signals not be installed at Dunlop Street and 30 Avenue at this time;
2. that once the field surveys and warrant analysis have been completed on the noted sites, provisions be made in the 1998-2000 budget for the installation of those traffic signals that meet the warrants;
3. that the installation of traffic signals at Dunlop Street and 30 Avenue be reexamined in conjunction with the 1998 budget deliberations, relative to conducting an additional field survey and warrant analysis,

and as presented to Council September 8, 1997."

**Report Back to Council Required:** Yes

**Comments/Further Action:**

Traffic Engineer, Chi Lee, is to correspond with other cities to compare warrant criteria and a report is to be submitted to Council as soon as possible.

Kelly Kloss  
City Clerk

/clr

c Director of Corporate Services  
Director of Development Services  
Chi Lee, Traffic Engineer



Box 5008  
Red Deer, Alberta  
T4N 3T4

*The City of Red Deer*

**FILE**

**Office of the City Clerk**

September 9, 1997

Ms. Debby Whitecotton  
153 Dowler Street  
Red Deer, AB T4R 2J4

Dear Debby:

Thank you for your letter of September 2, 1997 concerning traffic signals at Dunlop Street and 30 Avenue. This matter was presented to Council at its meeting of September 8, 1997 and the following resolution was passed:

"RESOLVED that Council of The City of Red Deer, having considered report from the Engineering Services Manager dated August 19, 1997, re: Traffic Signal Warrant At Dunlop Street and 30 Avenue, hereby agrees:

1. that signals not be installed at Dunlop Street and 30 Avenue at this time;
2. that once the field surveys and warrant analysis have been completed on the noted sites, provisions be made in the 1998-2000 budget for the installation of those traffic signals that meet the warrants;
3. that the installation of traffic signals at Dunlop Street and 30 Avenue be reexamined in conjunction with the 1998 budget deliberations, relative to conducting an additional field survey and warrant analysis,

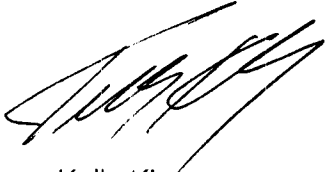
and as presented to Council September 8, 1997."

As noted above, in 1998 Council will be considering a further field survey and warrant analysis relative to Dunlop Street and 30 Avenue. For your information, I have included the reports that appeared on the September 8, 1997 Council agenda.

Ms. Debby Whitecotton  
September 9, 1997  
Page 2

If you have any questions please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kelly Kloss', written in a cursive style.

Kelly Kloss  
City Clerk

KK/clr  
attchs.

- c     Engineering Services Manager  
Corrine Sim, Deer Park Merchants Association Chairperson  
Vice Principal, Hunting Hills High School  
Vice Principal, Notre Dame High School

**DATE:** August 12, 1997

**TO:** City Council

**FROM:** Assistant City Clerk

**RE:** ***DISPOSAL OF PART OF LOT R5 (RESERVE), BLOCK 4, PLAN 772-0064  
TO BRUIN'S PLUMBING & HEATING LTD. / TED OLSON CONSTRUCTION  
(RED DEER LTD.), BILDEX CONSTRUCTION LTD., AND TAR-IFIC  
DEVELOPMENTS LTD.***

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A Public Hearing has been advertised for the above proposed disposal of Municipal Reserve to be held Monday, September 8, 1997 in Council Chambers at 7:00 p.m.

This disposal of Municipal Reserve is to make provisions for the sale the lands noted hereunder:

"All that portion of Lot R5, block 4, Plan 772-0064 lying within the limits of Plan 972\_\_\_\_\_. Excepting thereout all mines and minerals."

#### **RECOMMENDATION**

Following the Public Hearing, Council may pass the resolution to allow for the disposal of Municipal Reserve as noted above.



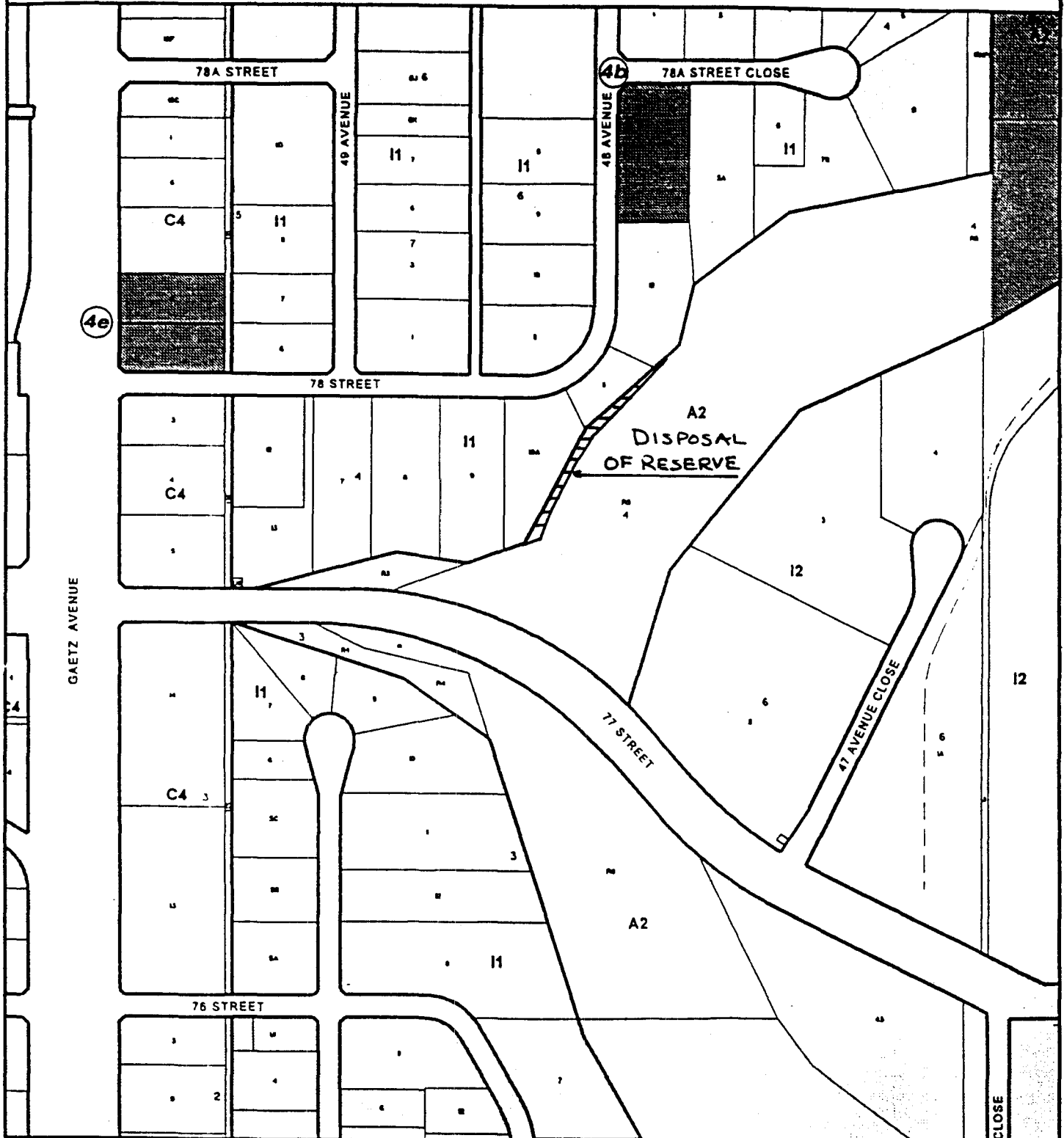
Jeff Graves  
Assistant City Clerk

JG/jb  
atchs

# THE CITY OF RED DEER - LAND USE BYLAW

## LAND USE DISTRICTS

G14



BYLAW NUMBER - 3156/96

AMENDMENTS:

SEE SECTION SIX FOR  
LANDUSE DISTRICT DEFINITIONS

F15	G15	H15
F14	G14	H14
F13	G13	H13

S.W. 1/4 -33-38-27-4

SCALE 1:5000  
29-APR-1996



48  
AVENUE

8

LOT 12  
PLAN 772 1644

TARIFIC

NORTHLANDS  
INDUSTRIAL  
PARK

PROPOSED AREA OF  
LOT R-5 TO BE  
ADDED TO LOT 12  
= 0.005 HA ( 0.01 AC )

TED OLSON  
&  
BILDEX

LOT 11  
PLAN 772 0065

PROPOSED AREA OF  
LOT R-5 TO BE  
ADDED TO LOT 11  
= 0.07 HA ( 0.18 AC )

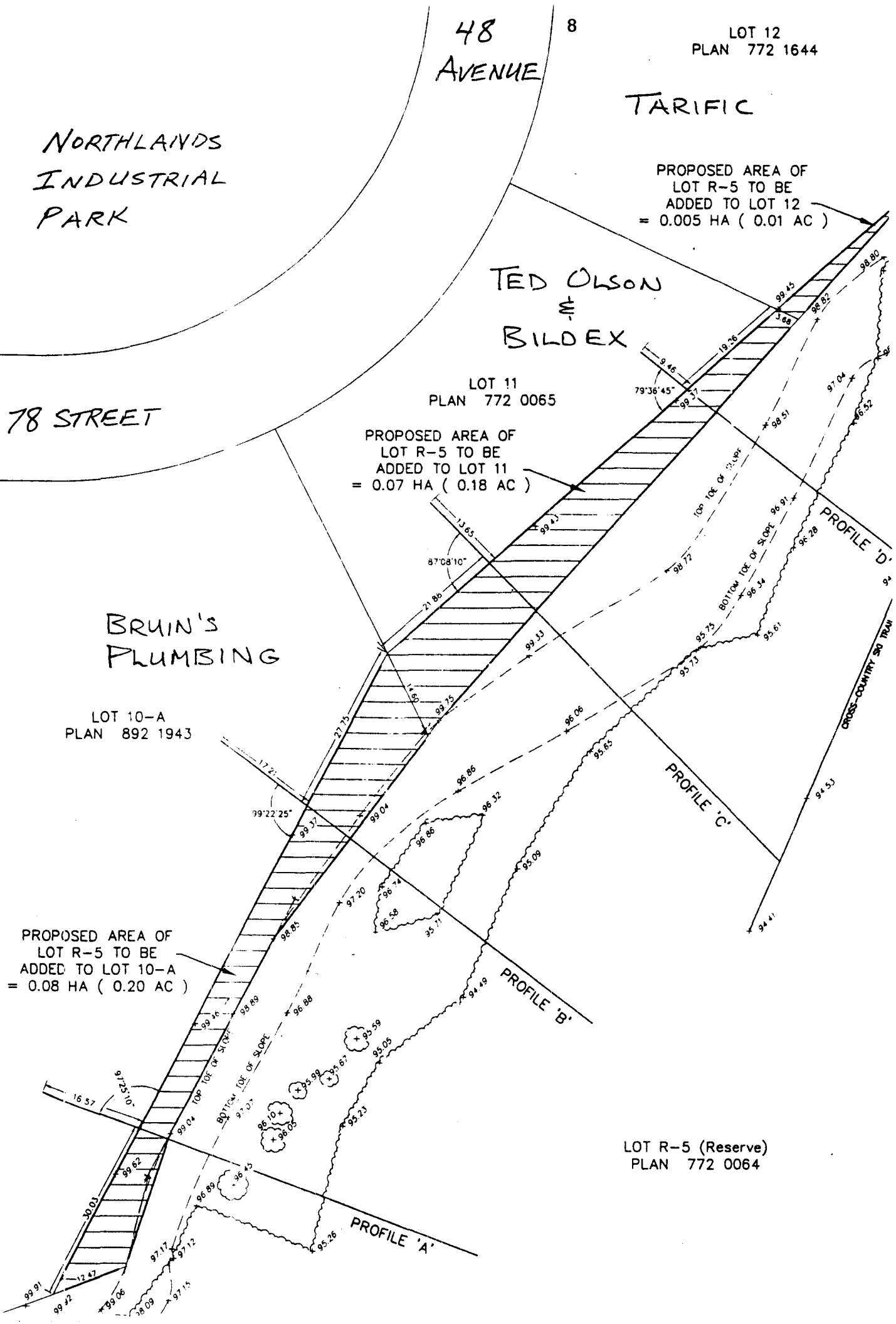
78 STREET

BRUIN'S  
PLUMBING

LOT 10-A  
PLAN 892 1943

PROPOSED AREA OF  
LOT R-5 TO BE  
ADDED TO LOT 10-A  
= 0.08 HA ( 0.20 AC )

LOT R-5 (Reserve)  
PLAN 772 0064



**FILE**

## **Council Decision - September 8, 1997 Meeting**

**DATE:** September 9, 1997

**TO:** Land & Economic Development Manager

**FROM:** City Clerk

**RE:** **DISPOSAL OF PART OF LOT R5 (RESERVE), BLOCK 4, PLAN 772-0064 TO BRUIN'S PLUMBING & HEATING LTD./ TED OLSON CONSTRUCTION (RED DEER LTD.), BILDEX CONSTRUCTION LTD. AND TAR-IFIC DEVELOPMENTS LTD.**

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**Reference Report:**

Assistant City Clerk, dated August 12, 1997

**Resolution:**

"RESOLVED that Council of the City of Red Deer, having considered report from the Land and Economic Development Manager dated August 5, 1997, re: Disposal of Part of Lot R5 (Reserve), Block 4, Plan 772-0064 to Bruin's Plumbing & Heating Ltd., Ted Olson Construction (Red Deer Ltd.), Bildex Construction Ltd. and Tar-Ific Developments Ltd., hereby approves the disposal of municipal reserve lands described as:

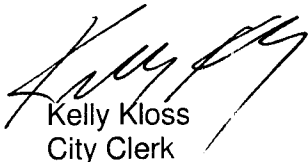
All that portion of Lot R5, Block 4, Plan 772-0064 lying within the limits of Plan 972 \_\_\_\_\_. Excepting thereout all mines and minerals'."

**Report Back to Council Required:**

No

**Comments/Further Action:**

It would now be appropriate to proceed with the disposal of the noted Municipal Reserve and subsequently the sale of the above property.

  
Kelly Kloss  
City Clerk

/clr  
attchs.

c     Director of Corporate Services  
       Director of Community Services  
       Director of Development Services  
       Principal Planner



---

**DATE:** September 02, 1997

**TO:** City Clerk

**CC:** Director of Development Services  
Inspector Scott Sutton

**FROM:** Fire Chief/General Manager

**RE:** World Police Fire Games Torch Run

---

In July of this year the second largest scheduled sporting event in the world took place in Calgary. The World Police and Fire Games is second only to the Summer Olympic Games as to the number of athletes competing in events.

The City of Red Deer was represented in the games by members of both the Emergency Services Department and the City Detachment of the RCMP. Representation by the departments took place in two forms. Members competed in various events as part of the games. We have attached a list of the Emergency Services Department members who competed as athletes and indicated some of the success that was enjoyed. It is our understanding the RCMP will be attaching a similar list.

The other major component to the games was the torch run. In Alberta the torch run was sponsored by Northwestern Utilities Limited. Again Red Deer had a number of representatives who ran in one of the four legs of the Alberta Torch Run.

These individuals were:

Emergency Services Department

Dave Rosentreter  
Mike Godwin  
Lyn Brown  
Greg Roth  
Kevin Leslie  
Mike Meagher

RCMP

Cnst. J. H. S. Roussel  
  
Cnst. R. S. Townsend  
  
Sgt. F.D. Mullaney

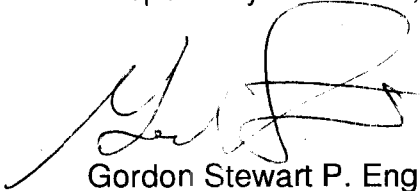
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As Council may recall during the torch run there was a ceremony in City Hall park when the run came through Red Deer. This ceremony was cosponsored by the Emergency Services Department and Northwestern Utilities Limited. At that time Northwestern Utilities Limited displayed a commemorative torch which they agreed would be formally presented to Council at a future time. Ron Moisey the Red Deer Manager of Northwestern Utilities Limited will be on hand to present the torch officially to Council.

**RECOMMENDATION:**

It is respectfully recommended that Council accept the World Police and Fire Games commemorative torch on behalf of the City of Red Deer.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Gordon Stewart P. Eng.', is written over a horizontal line.

Gordon Stewart P. Eng.  
Fire Chief/ General Manger

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MEMBERS OF THE CITY OF RED DEER EMERGENCY SERVICES  
DEPARTMENT WHO COMPETED IN THE WORLD POLICE FIRE GAMES

Wrist Wrestling	Bernie Walker	Silver medal
Golf	Daryl Kosola Brock Henwood Ian Wood	Two bronze medals
Squash	Greg Roth	Bronze medal
Boxing	Bill Smith	Bronze medal
Hockey	over 35	Bronze medal
	Steve Spiegelmann Ron Polutnik Bob Boudreau Andy Farmer Pat Mulrooney Mark Wakey Jim Lyman Bryan Hicks Kendall Dunkle Ray Keith Dave Rosentreter Larry Prowse Jack MacDonald Mike Meagher	
	open	
	Joe Lozynsky Bob Munn Bill Banks Steve Henschel Bernie Walker	
Cycling	Pete Barron	
Mountain Biking	Stewart McTavish	

Toughest Competitor Alive Team

Mike Godwin  
Lyn Brown  
Bob Munn  
Todd Learn  
Ray Keith  
Sheldon Christensen  
John Cormier  
Steve Spiegelmann

Toughest Competitor Alive Individual

Ray Keith  
Sheldon Christensen

Fresh Water Angling

Harold Hedlund  
Gary Engebretson  
Larry Prowse  
Andy Farmer

Cross Country Run

Stewart McTavish

***Comments:***

A presentation will be made to Council relative to this item.

"H. M. C. Day"  
City Manager



**FILE**

## **Council Decision - September 8, 1997 Meeting**

**DATE:** September 9, 1997  
**TO:** Fire Chief/General Manager  
Emergency Services Department  
**FROM:** City Clerk  
**RE:** **WORLD POLICE FIRE GAMES TORCH RUN**


**Reference Report:** Fire Chief/General Manager, Emergency Services  
Department, dated September 2, 1997

**Resolution:** N/A

**Report Back to Council Required:** N/A

**Comments/Further Action:**

On behalf of Council, please extend sincere appreciation to the members of the Emergency Services and R.C.M.P. World Police Fire Games participants for their representation at the Games and for the presentation of the Commemorative Torch at the Council Meeting.



Kelly Kloss  
City Clerk

/clr

c Director of Development Services  
Insp. S. Sutton

**DATE:** September 2, 1997  
**TO:** City Council  
**FROM:** Councillor Bill Hull  
**RE:** Turn of the Century Celebration

---

As the turn of the century is quickly approaching, Council may wish to discuss whether The City of Red Deer intends to plan a community celebration for the New Year's eve. If so, should a tentative booking be made at the Centrum for such an event.

I am suggesting we discuss this now as the Westerner Board has already received some interest from another group which may wish to book the space that night.

If a celebration is planned, a committee needs to be struck; as well, budget considerations would have to be addressed.

Bill Hull, Councillor

# FILE

## Office of the City Clerk

September 10, 1997

**FAX** Recv'd \_\_\_\_\_  
Sent ☒ \_\_\_\_\_  
Date 11-09-97 Time 10:45 A.M.  
Signature OK

Att: John Harms, General Manager

Dear Mr. Harms:

**RE: MILLENNIUM CELEBRATIONS**

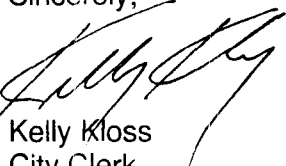
At the City of Red Deer's Council meeting held September 8, 1997, Councillor Bill Hull inquired regarding Council's interest with respect to Millennium celebrations and the possible booking of the Centrium for December 31, 1999. At that meeting, Council agreed that Mayor Surkan would be responsible for appointing a committee to prepare a report for Council regarding the details of a Millennium celebration.

In the meantime, Council has requested that you provide The City with a tentative booking of the Centrium for this event, which will be confirmed once a report is submitted back to Council by the newly formed Committee.

I ask that you confirm this tentative booking of the Centrium for December 31, 1999, at your earliest convenience.

Please do not hesitate to contact me should you have any questions or require additional information.

Sincerely,



Kelly Kloss  
City Clerk

KK/cir

c Mayor Surkan

Box 5008  
Red Deer, Alberta  
T4N 3T4

*The City of Red Deer*



**Office of the City Clerk**

September 10, 1997

Westerner Exposition Board  
4847A - 19 Street  
Red Deer, AB T4R 2N7

Attn: John Harms, General Manager

Dear Mr. Harms:

**RE: MILLENNIUM CELEBRATIONS**

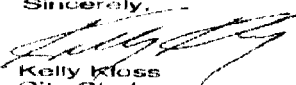
At the City of Red Deer's Council meeting held September 8, 1997, Councillor Bill Hull inquired regarding Council's interest with respect to Millennium celebrations and the possible booking of the Centrum for December 31, 1999. At that meeting, Council agreed that Mayor Surkan would be responsible for appointing a committee to prepare a report for Council regarding the details of a Millennium celebration.

In the meantime, Council has requested that you provide The City with a tentative booking of the Centrum for this event, which will be confirmed once a report is submitted back to Council by the newly formed Committee.

I ask that you confirm this tentative booking of the Centrum for December 31, 1999, at your earliest convenience.

Please do not hesitate to contact me should you have any questions or require additional information.

Sincerely,

  
Kelly Kloss  
City Clerk

KK/cir

c Mayor Surkan

4914 - 48th Avenue, Red Deer, AB Canada T4N 3T4  
Tel: (403) 342-8122 Fax: (403) 342-6195 E-mail: [cityclerk@city.red-deer.ab.ca](mailto:cityclerk@city.red-deer.ab.ca) Web: <http://www.city.red-deer.ab.ca>

**TRANSMISSION REPORT**

**THIS DOCUMENT WAS CONFIRMED  
(REDUCED SAMPLE ABOVE - SEE DETAILS BELOW)**

**\*\* COUNT \*\***

**TOTAL PAGES SCANNED : 1**

**TOTAL PAGES CONFIRMED : 1**

**\*\*\* SEND \*\*\***

No.	REMOTE STATION	START TIME	DURATION	#PAGES	MODE	RESULTS
1	403 311 4699	9-11-97 10:38	0'31"	1 / 1	EC	COMPLETED 14400

**TOTAL 0:00'31" 1**

**NOTE:**

No. : OPERATION NUMBER 48 : 4800BPS SELECTED EC : ERROR CORRECT G2 : G2 COMMUNICATION  
PD : POLLED BY REMOTE SF : STORE & FORWARD R1 : RELAY INITIATE RS : RELAY STATION  
MB : SEND TO MAILBOX PG : POLLING A REMOTE MP : MULTI-POLLING RM : RECEIVE TO MEMORY

# FILE

## Council Decision - September 8, 1997 Meeting

DATE: September 9, 1997  
TO: Mayor Surkan  
FROM: City Clerk  
RE: TURN OF THE CENTURY CELEBRATIONS

**Reference Report:**

Councillor Bill Hull, dated September 2, 1997

**Resolution:**

"RESOLVED that Council of The City of Red Deer, having considered report from Councillor Bill Hull dated September 2, 1997, re: Turn of the Century Celebration, hereby agrees to form a committee to consider celebrations relative to the Millennium and that the membership of said committee shall be appointed by the Mayor;

AND FURTHER, that said Committee shall prepare a report to be submitted to Council regarding details and budget for the proposed celebrations."

**Report Back to Council Required:** Yes

**Comments/Further Action:**

It would now be appropriate for you to appoint the membership to the noted committee. Once this has been completed, please advise this office of the committee membership so we may include same in the Council & Committee Directory.

We look forward to a report being submitted to Council in due course regarding the details and proposed budget for the Millennium celebrations.

I have advised the Westerner, in writing, to set aside December 31, 1999 on a tentative basis for the Millennium celebrations. I trust you will confirm with the Westerner concerning this date in due course.

  
Kelly Kloss  
City Clerk

/clr  
c

Councillors  
Director of Corporate Services  
Director of Community Services  
Director of Development Services

CC: Lowell Hodgson

Pat Shaw

Kelly Kloss

# THE WESTERNER

## exposition association

4347A - 19th STREET RED DEER, ALBERTA CANADA T4R 2H7  
TELEPHONE (403) 343-7800 FAX (403) 414-6999

December 17, 1997

City of Red Deer  
Office of the City Clerk  
4914-48th Avenue  
Red Deer, Alberta  
T4N 3T4

**Attention: Kelly Kloss**  
City Clerk

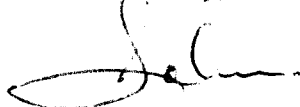
Dear Kelly;

Further to my recent discussions with Pat Shaw of the Mayor's Office, I wish to confirm that the Westerner has placed a tentative hold on the Parkland Pavilion for the City of Red Deer for December 31, 1999.

No further action is required on this booking at this time. Should another group approach us for the use of this facility on that date, we will be in contact with you at that time to confirm the booking.

Please do not hesitate to contact me at 309-0220 if you have any questions.

Yours sincerely,

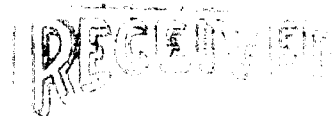


John Harms  
General Manager

THE WESTERNER EXPOSITION ASSOCIATION

JH/dfm

cc: Rod Hergott  
Event Sales and Production Manager



DEC 22 1997

CITY OF RED DEER

**DATE:** August 22, 1997

**TO:** City Council

**FROM:** Grant Howell  
Personnel Manager

**RE:** Salary Survey - Mayor, Council and City Manager

---

Last year the "Committee of Citizens and Council for the Review of the Mayor and City Manager's Remuneration" recommended the periodic review (every three years) of the remuneration for the Mayor and City Manager. In that recommendation the cities of Brandon, Medicine Hat, Lethbridge, St. Albert, Kamloops, Kelowna and Nanaimo were identified as the communities with whom we should compare ourselves. Council later decided that Councillor salaries should be reviewed at the same time as those of the Mayor and City Manager.

The policy adopted by Council for the Mayor and City Manager was to pay at the median of the seven municipalities we compare ourselves with. No formalized policy for comparing Councillors' remuneration has been developed. The attached survey information includes the actual amounts, medians and means for the comparison group being used for the Mayor and City Manager salaries. The Personnel Committee has met to review that information and is in concurrence with the recommendations made in this report.

**A) Mayor**

The policy accepted by Council last year was "The total cash compensation program for the Mayor's position will represent the prevailing practice for comparable Mayor positions. A single rate of pay, based on the median of the marketplace, will be established to administer the base pay for the Mayor's position."

Using this policy the Mayor's position would be paid at \$54,423 per annum. However, our Mayor's salary is slightly above that amount and the Citizen/Council Review Committee made the recommendation that the rate be held at its current level until the next election, then adjusted to market for the next term.

**Recommendation:**

Continue to pay the Mayor at the current level of remuneration, which is \$56,901 per annum, and re-attach the salary to Council Policy 5203 (concerning adjustments to Council remuneration) at the beginning of 1999.

**Rationale:**

Red Deer is currently very close to the median of the municipalities surveyed. Indeed, if you made Red Deer part of the actual survey, it would form part of the median. The difference between the median and Red Deer's Mayor's salary that was evident last year to the Citizen/Council committee is diminishing. It is anticipated that, by next year, the rate for Red Deer's Mayor will be at, or slightly below, the median salary being paid.

**B. Councillors**

This is the first time we have included Councillors in a review in several years. While we have a policy (Council Policy 5203) on providing adjustments, we have not yet developed a policy for how we establish salaries and benefits (i.e. who we compare ourselves with and on what basis). Because different communities have widely different practices in how they treat Councillors' remuneration, the Personnel Committee decided to make a comparison of **total** compensation, including all benefit payments and 8 days of per diem payments.

Using the above approach, The City is \$463 below the median, which is very close.

**Recommendations:**

1. Adopt the policy of paying Councillors in The City Red Deer **the median amount of total compensation received by Councillors in the 7 Western Canadian cities with whom we compare ourselves.**
2. Resume the use of Council Policy 5203 (concerning adjustments to Council remuneration), effective immediately.

**Rationale:**

By establishing a clear policy for Councillors' remuneration we can monitor according to policy, as we do for Mayor and City Manager, rather than on an ad hoc basis. Also, if we again begin using the policy in place, we can better manage our position compared with other municipalities.

**C. City Manager**

The policy in place dealing with the City Manager states: "The normal Top of Range (NTR) will be set at the median of the marketplace." In this case the rate



would be \$112,919 (plus allowances totalling \$200. per month). Our City Manager is earning \$106,938 currently (plus allowances totalling \$388.21 per month). The difference in total cash compensation is approximately 3.4%.

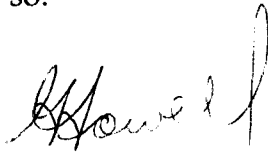
**Recommendation:**

Adjust the City Manager's salary to \$110,660, effective October 4, 1997. (This amount is derived by subtracting the current allowances received by Red Deer's City Manager from the total of salary plus allowances paid by the median municipality). The total additional cost for this adjustment would be \$3722.

**Rationale:**

It is important to adjust this rate for two reasons. First, we should treat our City Manager fairly, and the definition of "fairly" we have agreed upon is the median of the 7 cities surveyed. Second, we want to be in a good position to be able to attract and retain a good replacement for Mike Day when he retires. It will be important to be at our policy position at that time.

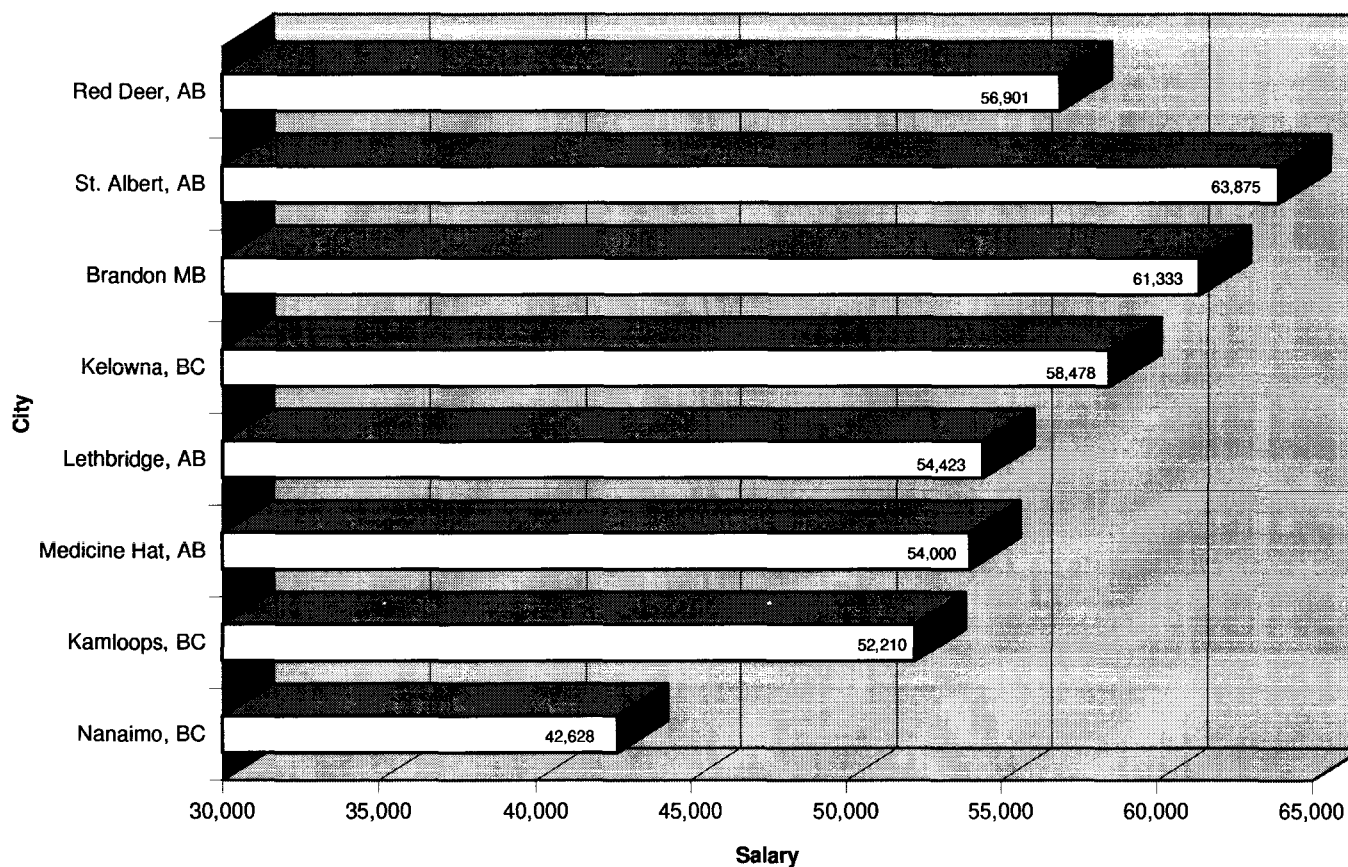
It is not easy to provide for increases to the senior positions in the organization because it often attracts adverse publicity. However, it is important to stay as close to policy as possible, as it becomes even harder to make adjustments each time we defer from doing so.



Grant Howell

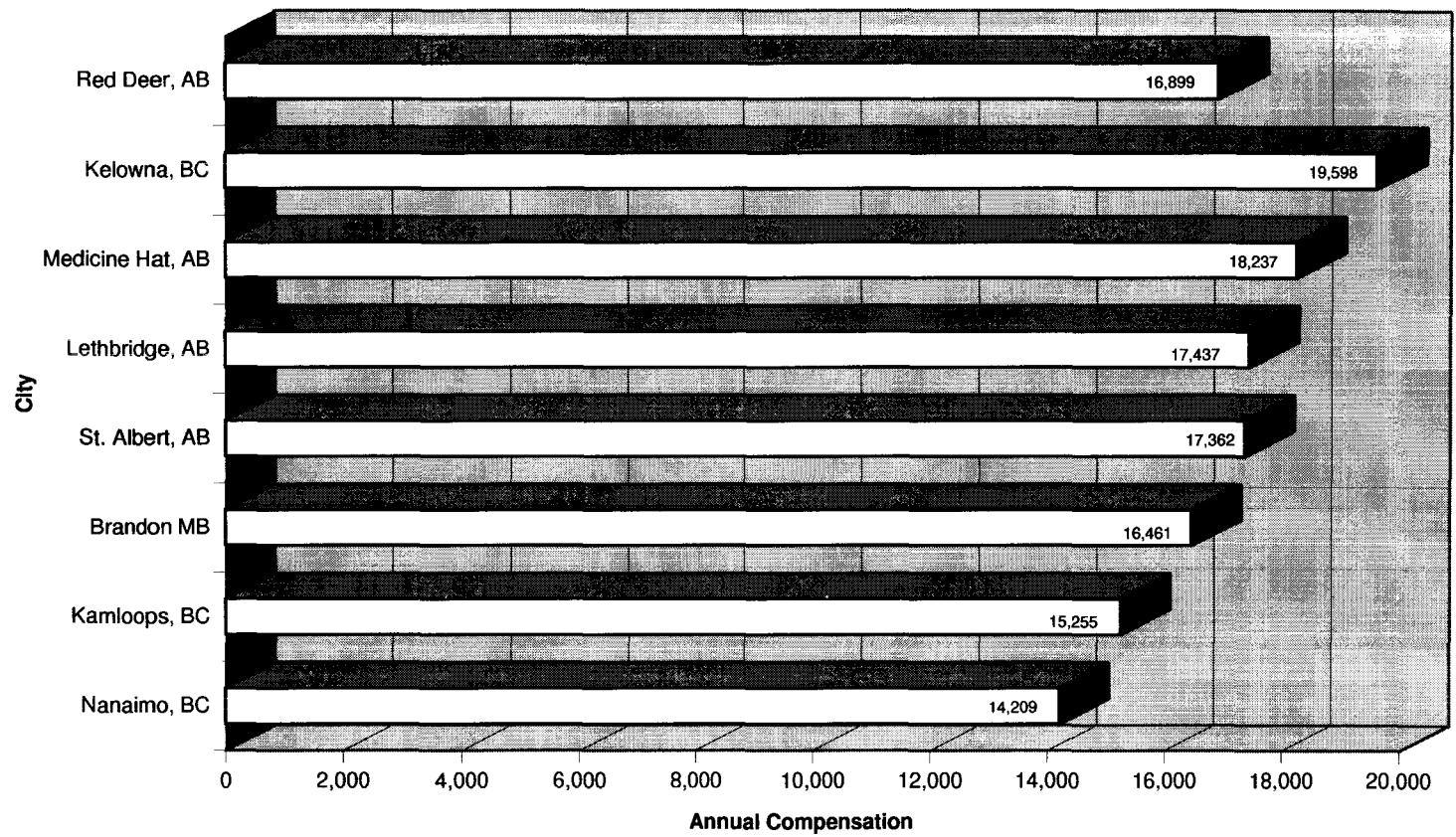
/rg

### Salaries of Mayors in Selected Western Canadian Cities



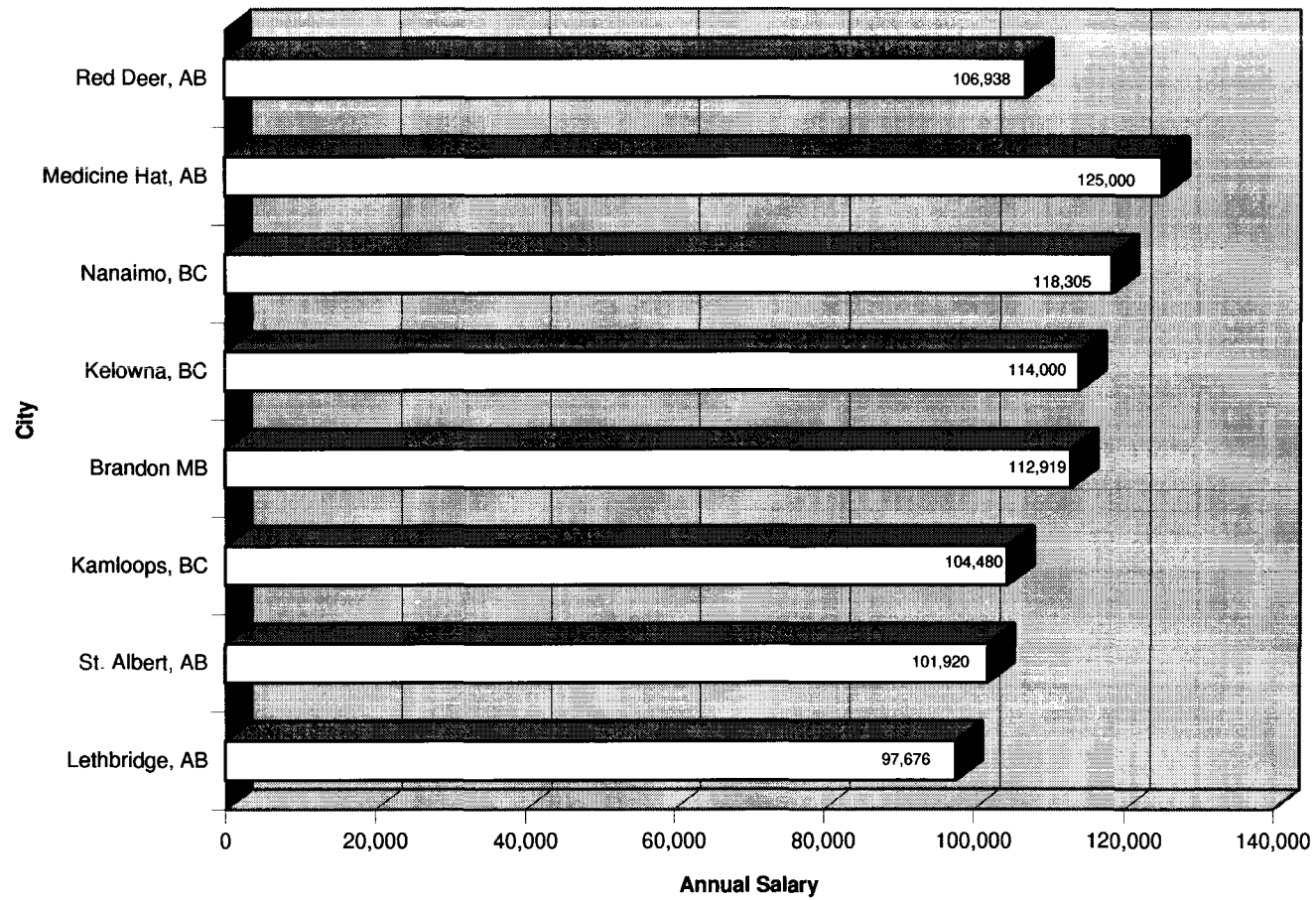
**Mean (excluding Red Deer): \$55,278.14**  
**Median(excluding Red Deer): \$54,423.00**  
**Red Deer \$56,901.00**

**Total Compensation of Councillors in Selected Western Canadian Cities (inc. expense allowance)**



**Mean (excluding Red Deer): \$17,016.33**  
**Median(excluding Red Deer): \$17,399.50**  
**Red Deer: \$16,899.00**

### Salaries of City Managers in Selected Western Canadian Cities



**Mean (excluding Red Deer): \$110,614.29**  
**Median(excluding Red Deer): \$112,919.00**  
**Red Deer \$106,938.00**

# FILE

## Council Decision - September 8, 1997 Meeting

**DATE:** September 9, 1997  
**TO:** Personnel Manager  
**FROM:** City Clerk  
**RE:** SALARY SURVEY - MAYOR, COUNCIL & CITY MANAGER

**Reference Report:** Personnel Manager, dated August 22, 1997

**Resolution:**

"RESOLVED that Council of The City of Red Deer, having considered report from the Personnel Manager dated August 22, 1997, re: Salary Survey - Mayor, Council and City Manager, hereby agrees as follows:

1. to continue to pay the Mayor at the current level of remuneration, which is \$56,901 per annum, and re-attach the salary to Council Policy No. 5203 - Council Remuneration, at the beginning of 1999; and
2. that Council Policy No. 5203 - Council Remuneration, be amended to reflect the policy that the total cash compensation program for the Mayor's position be based on the median of the marketplace,

and as presented to Council September 8, 1997."

"RESOLVED that Council of The City of Red Deer, having considered report from the Personnel Manager dated August 22, 1997, re: Salary Survey - Mayor, Council and City Manager, hereby agrees:

1. to adopt the policy of paying Councillors in the City of Red Deer the median amount of total compensation received by Councillors in the 7 Western Canadian cities with whom Red Deer compares itself; and
2. that Council Policy No. 5203 - Council Remuneration, be amended to reflect the procedure in No. 1, above;
3. that the provision for annual adjustments for Council Members remuneration as outlined in Council Policy No. 5203 be resumed commencing for 1997,

and as presented to Council September 8, 1997."

"RESOLVED that Council of The City of Red Deer, having considered report from the Personnel Manager dated August 22, 1997, re: Salary Survey - Mayor, Council and City Manager, hereby agrees as follows:


1. to adjust the City Manager's salary to \$110,660, effective October 4, 1997; and
2. that Council Policy No. 5203 - Council Remuneration, be amended to reflect the policy that the normal top of the range for the City Manager will be set at the median of the marketplace,

and as presented to Council September 8, 1997."

**Report Back to Council Required:** No

**Comments/Further Action:**

This office will now be updating Council Policy No. 5203 - Council Remuneration, in accordance with the above resolutions.



Kelly Kloss  
City Clerk

/clr

c Mayor Surkan  
Councillors  
City Manager  
Director of Corporate Services  
C. Rausch, Council Policy Manual

## Council Decision - September 8, 1997 Meeting **REVISED**

DATE: September 15, 1997  
TO: Personnel Manager  
FROM: City Clerk  
RE: **SALARY SURVEY - MAYOR, COUNCIL & CITY MANAGER**

**Reference Report:** Personnel Manager, dated August 22, 1997

**Resolution: REVISED**

"RESOLVED that Council of The City of Red Deer, having considered report from the Personnel Manager dated August 22, 1997, re: Salary Survey - Mayor, Council and City Manager, hereby agrees:

1. to adopt the policy of paying Councillors in the City of Red Deer the median amount of total compensation received by Councillors in the 7 Western Canadian cities with whom Red Deer compares itself; **with no adjustment being necessary for 1997;**
2. that Council Policy No. 5203 - Council Remuneration, be amended to reflect the procedure in No. 1, above;
3. that the provision for annual adjustments for Council Members remuneration as outlined in Council Policy No. 5203 be resumed commencing for 1997,

and as presented to Council September 8, 1997."

**Comments/Further Action:**

I am submitting the above **revised** resolution as the resolution quoted in the Council Decision memo dated September 9, 1997 directed to yourself, required amendments. I apologize for any inconvenience this may have caused.

  
Kelly Kloss  
City Clerk

/clr

c Mayor Surkan  
Councillors  
City Manager  
Director of Corporate Services  
C. Rausch, Council Policy Manual

**DATE:** September 5, 1997

**TO:** City Council

**FROM:** Grant Howell  
Personnel Manager

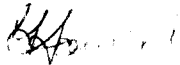
**RE:** Attachment 2, Salary Survey - Mayor, Council and City Manager

**Submitted To City Council**

**Date:** Sept 8, 1997

---

Would you please replace Attachment 2 of the above report - "Total Compensation of Councillors in Selected Western Canadian Cities (inc. expense allowance)" - with the enclosed replacement. A small formatting error resulted in the summary information at the bottom being incorrect. The graph itself, as well as the text and recommendations are correct.

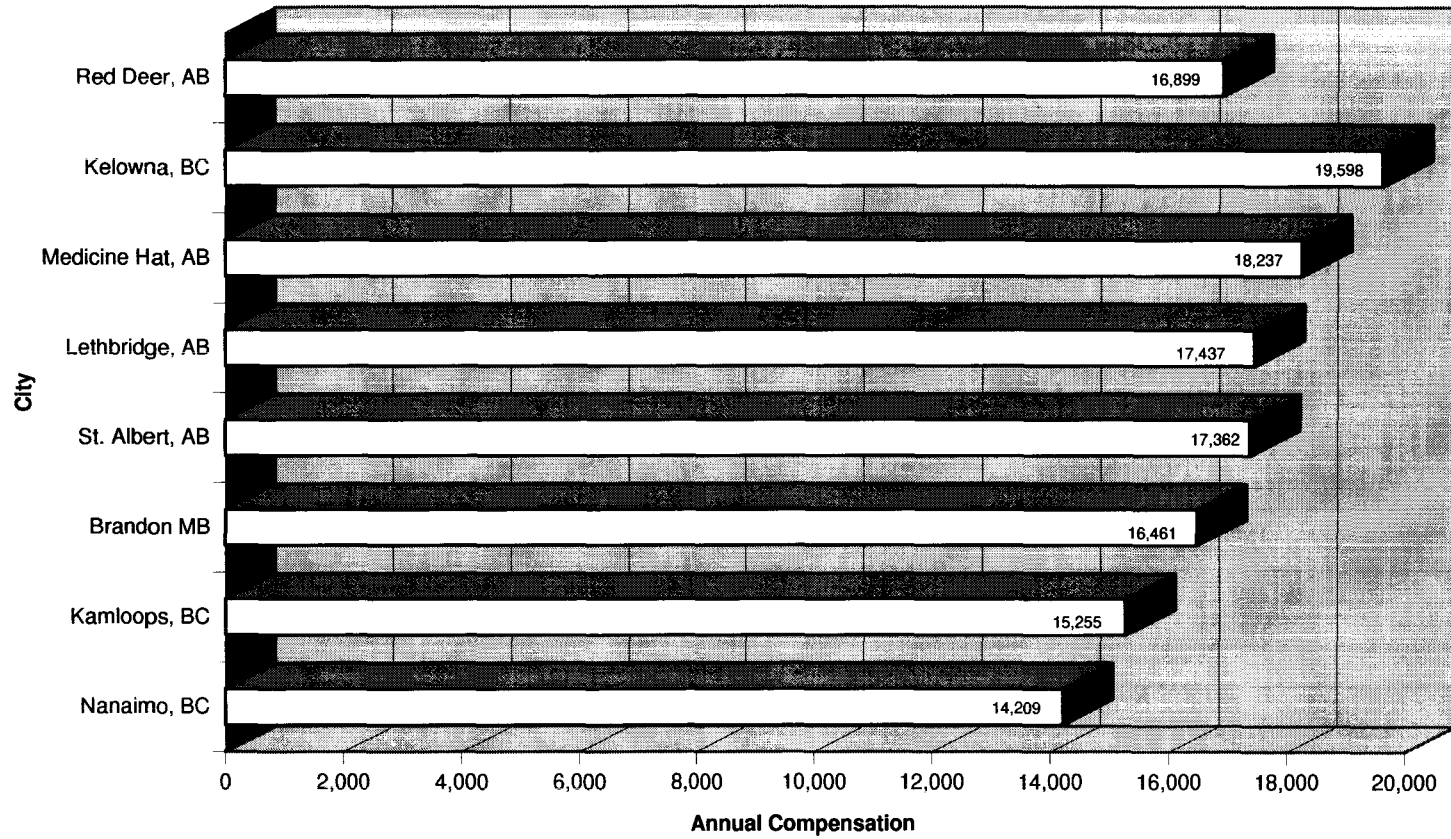
  
Grant Howell

c. City Clerk  
Senior Management Team

/rg



# **Total Compensation of Councillors in Selected Western Canadian Cities (inc. expense allowance)**



**Mean (excluding Red Deer): \$16,937.00**  
**Median(excluding Red Deer): \$17,362.00**  
**Red Deer: \$16,899.00**

# FILE

**DATE:** January 5, 1998

**TO:** City Council

**FROM:** City Clerk

**RE:** **COUNCIL POLICY NO. 5203 - REMUNERATION - MAYOR, COUNCILLORS  
AND CITY MANAGER AND PERTINENT GUIDELINES**

---

Please find attached a copy of Council Policy No. 5203, as approved by Council September 8, 1997 and a copy of the guidelines regarding this policy, recently approved by Council. Please note that the guidelines are for your information only and do not form part of the formal policy, however, will be used as a guideline only when determining per diems.

Please do not hesitate to contact me should you have any questions or concerns regarding the attached.



Kelly Kloss  
City Clerk

/clr  
attchs.

a copy was also filed in the Councillors copy  
in the Councillors Office and with Kelly, Jeff and  
the counter copy. 95-Jan-05. R.



**THE CITY OF RED DEER  
COUNCIL POLICY MANUAL**

**POLICY NO.**

**5203**

**Page 1 of 2**

**TITLE:**

**Remuneration -  
Mayor, Councillors & City Manager**

**Date of Approval:  
September 9, 1996**

**SECTION:**

**Corporate Services  
(City Clerk's Department)**

**Dates of Revision:  
September 8, 1997**

---

**POLICY STATEMENT**

To provide for remuneration for the Mayor, Councillors and City Manager.

***Mayor***

***Honorarium***

The total cash compensation program for the Mayor's position will represent the prevailing practice for comparable Mayor positions. A single rate of pay, based on the median of the marketplace\*, will be established to administer the base pay for the Mayor's position. The median will be established in the third quarter of the second year of the elected term, and any changes are to take place the first pay period of the fourth quarter of that year. Total cash compensation includes the honorarium paid plus allowances paid on any unvouchered basis.

***Annual Adjustments***

The annual remuneration for the Mayor shall be adjusted on January 1<sup>st</sup> of each year by the same percentage increase as exempt staff salaries are adjusted unless otherwise directed by Council.

***Councillors***

***Honorarium***

Councillors for The City of Red Deer will be paid the median amount of total compensation received by Councillors in the 7 Western Canadian cities with whom Red Deer compares itself \*\*. Council's remuneration will be reviewed on the same schedule as the Mayor's.

Total compensation includes all payments made to Councillors or to benefits provided on their behalf with the exception of vouchered direct expenses.



**THE CITY OF RED DEER  
COUNCIL POLICY MANUAL**

**POLICY NO.**                      **5203**

**Page 2 of 2**

**TITLE:**                      **Remuneration -  
Mayor, Councillors & City Manager**

**Date of Approval:**  
**September 9, 1996**

**SECTION:**                      **Corporate Services  
(City Clerk's Department)**

**Dates of Revision:**  
**September 8, 1997**

---

*Annual Adjustments*

The annual remuneration for Councillors shall be adjusted on January 1<sup>st</sup> of each year by the same percentage and at the same time as exempt staff remuneration, unless otherwise directed by Council.

*Per Diem*

Councillors are entitled to a fixed per diem rate and vouchered expenses while on City business, concerning matters for which they have been appointed and/or authorized by Council to attend. Unless otherwise provided for by Council, the per diem rate does not apply to attendance at Council and Committee meetings.

Of the annual remuneration, unvouchered car allowances and per diem rates paid to the Mayor and Councillors, one-third is considered to be paid as an unvouchered expense allowance for the performance of duties of office.

***City Manager***

The total cash compensation for the City Manager's position will reflect the median remuneration paid by Western Canadian cities of similar size and will be administered according to the approved report from the Committee of Citizens and Council For The Review of Mayor and City Manager's Remuneration (reference below). \*

\* Reference report from the Committee of Citizens and Council For The Review of Mayor and City Manager's Remuneration, presented to Council on March 11, 1996 and subsequent report from the Personnel Manager dated August 22, 1997 and presented to Council September 8, 1997.

\*\* The 7 comparable Western Canadian municipalities used to determine the median for the purposes of the reports mentioned herein are: Medicine Hat, Alberta; Lethbridge, Alberta; St. Albert, Alberta; Brandon, Manitoba; Kamloops, British Columbia; Kelowna, British Columbia; and Nanaimo, British Columbia.

## **GUIDELINES FOR COUNCILLOR PER DIEM PAYMENTS**

*(Reference: Council Policy No. 5203 - Remuneration)*

Page 1 of 2

### **BACKGROUND**

Remuneration for Councillors, as referenced in Council Policy No. 5203, includes honorarium; per diem payments and out of pocket expenses. This document will address the per diem payment aspect of that policy and is intended to:

1. Provide a set of guidelines that Councillors can apply in determining if payment of a per diem is appropriate;
2. Ensure consistency in the payment of per diems.

Council Policy No. 5203 establishes the overall authority to provide the payment of per diems for Councillors and states:

“Councillors are entitled to a fixed per diem rate and vouchered expenses while on City business, concerning matters for which they have been appointed and are authorized by Council to attend. Unless otherwise provided for by Council, the per diem rate does not apply to attendance at Council and committee meetings.”

### **DEFINITIONS**

#### *Honorariums:*

Honorariums are paid to compensate Councillors for time spent on regular City Council business including committee work. Honorariums are paid on a bi-weekly basis.

#### *Per Diem Payments:*

Per diem payments compensate Councillors for activities that are considered outside of their normal duties that are covered by honorariums.

### **GUIDELINES**

1. Per diem payments shall be available to all members of Council.

#### *Rationale:*

Employment status shall not be a factor in the eligibility of receiving per diem payments. In the same way that honorariums are applied equally to all Councillors, so are per diem payments.

## **GUIDELINES FOR COUNCILLOR PER DIEM PAYMENTS**

(Reference: Council Policy No. 5203)

Page 2 of 2

2. Per diem payments shall be paid based on blocks of time that occur prior to 5:00 p.m. on any day of the week. The breakdown shall be as follows:

Half Day	(3 - 5 hours)	\$ 62.50
Full Day	(5 or more hours)	\$125.00

***Rationale:***

To clarify the timelines within which per diem payments will be paid. Per diem payments are intended to compensate for significant blocks of time spent by Councillors in addition to their regular Council & Committee work.

3. Travel time shall be included when calculating per diem payments.

***Rationale:***

In many instances Councillors are required to travel to destinations the day before and the day after an event, i.e., distance, flight schedules, etc.

4. Per diem payments shall not be paid for regular committee assignments. Exceptions may be made in cases where committees are assigned extraordinary projects requiring Councillors to attend extended meetings. Should there be some question as to the interpretation of *extraordinary projects*, the Mayor shall be consulted for clarification, however, Council shall be the final arbitrator.

***Rationale:***

Occasionally, special projects are charged to committees that require an additional commitment of time than normally would be required of a committee member. An example would be the hiring committee for the new City Manager and Councillors being asked to conduct interviews.

5. Per diem payments may be applied to but are not limited to the following instances:

- (a) developmental activities;
- (b) conferences/conventions;
- (c) workshops;
- (d) extraordinary committee assignments.

***Rationale:***

Activities and personal development that assist Councillors in their role as a member of Council are encouraged and provided for by the City.

Item No. 4

**DATE:** September 3, 1997  
**TO:** City Clerk  
**FROM:** Director of Corporate Services  
**RE:** CUSTOMER SERVICE ENHANCEMENTS

---

The City sometimes receives requests from a customer for a reduction of service fees for portions of services not used or a penalty charged. Sometimes the request may be denied for various reasons.

An example of a request might be:

- a customer buys a sheet of transit tickets, uses two tickets that month but then decides to purchase a monthly transit pass for that month. Printed on the sheet of tickets is that it is non-refundable if the customer asks for a refund of the unused tickets.

While the decision made in the above example may have been in accordance with written rules, it does not result in good customer service.

It is suggested that a Council policy be approved giving the City administration the authority to refund fees paid or penalties charged, when they deem it appropriate to do so, even though Council bylaws and/or policies or City administrative policies may not specifically authorize such action. Attached is a proposed policy for Council consideration.

Obviously, for such a policy to be successful, it would be necessary for each department to be prepared to exercise discretion and good judgement in using the authority provided by the policy. It would put more responsibility onto the departments but should result in enhanced customer service and an improved City image.

....2

It would **NOT** be the purpose of the policy to automatically require a refund whenever it was requested by a customer. It would be expected, however, if the circumstances were **EXCEPTIONAL**, and justified consideration, the request might be approved.

It is expected the policy would not incur a significant amount of lost revenue.

**Action Requested**

Council consideration of the attached policy for customer service enhancement.



A. Wilcock, B. Comm., C.A.  
Director of Corporate Services

Att.

*a\mclk customer service enhancements sep3 97*





**THE CITY OF RED DEER  
COUNCIL POLICY MANUAL**

**POLICY NO. 1012**

**PAGE 1 of 1**

**TITLE:**        *Customer Service Enhancement*

**Date of Approval:**

**SECTION:**   *General*

**Dates of Revision:**

**POLICY STATEMENT**

*The purpose of this policy is to provide City departments with the authority to issue refunds or penalty reductions, in exceptional circumstances, even though City bylaws and/or City policies do not specifically authorize such refunds or penalty reductions.*

It is deemed in the interest of customer service to sometimes allow a refund of a fee paid or a penalty charged, in exceptional circumstances, when a department head considers it appropriate to do so.

An example of a request would be where a customer buys a sheet of transit tickets, uses a ticket but then decides to purchase a monthly transit pass for that month. The customer then requests a refund for the unused portion of the sheet of tickets. Normally a sheet of tickets is indicated as non-refundable. This policy would give discretion to refund a portion of the cost of the sheet of tickets.

This policy authorizes a City department head or a designate to approve a refund of a fee paid or a penalty charged upon request by a customer if the department head or the designate considered it appropriate to do so for good customer relations and that department budgets for the revenue from that fee or penalty.

***Comments:***

I concur fully with the recommendations of the Director of Corporate Services. This policy was discussed at some length with Department Heads and received their full support.

"H. M. C. Day"  
City Manager

# FILE

## Council Decision - September 8, 1997 Meeting

**DATE:** September 9, 1997  
**TO:** Director of Corporate Services  
**FROM:** City Clerk  
**RE:** CUSTOMER SERVICE ENHANCEMENTS - NEW COUNCIL POLICY NO. 1012

**Reference Report:**

Director of Corporate Services,  
dated September 3, 1997

**Resolution:**

"RESOLVED that Council of The City of Red Deer, having considered report from the Director of Corporate Services dated September 3, 1997, re: Customer Service Enhancements, hereby agrees to approve Council Policy No. 1012 - Customer Service Enhancements, and as presented to Council September 8, 1997."

**Report Back to Council Required:**

No

**Comments/Further Action:**

Please find attached a copy of new Council Policy No. 1012. This office will now be updating the Council Policy Manual and distributing new Council Policy No. 1012 - Customer Service Enhancements in due course.



Kelly Kloss  
City Clerk

/clr  
attchs.

c Mayor & City Manager  
Director of Community Services  
Director of Corporate Services  
Director of Development Services  
C. Rausch, Council Policy Manual

## **A D D I T I O N A L   A G E N D A**

\*\*\*\*\*

FOR THE ***REGULAR MEETING OF RED DEER CITY COUNCIL***

TO BE HELD IN THE COUNCIL CHAMBERS, CITY HALL

***MONDAY, SEPTEMBER 8, 1997***

COMMENCING AT **4:30 P.M.**

\*\*\*\*\*

1. Tax Coordinator - Re: 1997 Tax Sale

.. 1

**DATE: September 4, 1997**

**TO: City Clerk**

**FROM: Tax Coordinator**

**RE: 1997 TAX SALE**

---

The attached report contains an itemized list of properties that are eligible for the 1997 Tax Sale. Section 419 of the Municipal Government Act states:

"The Council must set:

- a) for each parcel of land to be offered for sale at a public auction, a reserve bid that is as close as reasonably possible to the market value of the parcel, and
- b) any conditions that apply to the sale"

For Council's convenience, the suggested reserve bid is indicated in the report along with the terms and dates that are applicable for the various advertisements.

We respectfully request Council to approve and pass the resolution as required to facilitate the tax sale for 1997.



Norman Ford  
Tax Coordinator

NF/ngl

Enc.

c.c. Director of Corporate Services

## PROPOSED 1997 TAX SALE

---

Advertisement in the Alberta Gazette:

October 15, 1997

Advertisement in the Red Deer Advocate:

November 21, 1997

Tax Sale:

December 4, 1997

Terms:

Cash

<b>Roll #</b>	<b>Lot</b>	<b>Block</b>	<b>Plan</b>	<b>Address</b>	<b>Assessed Value</b>	<b>Tax Arrears</b>	<b>Suggested Reserve Bid</b>
0941260	8	22	1919KS	3543 Spruce Dr	132,700	\$2,427.21	\$148,000
0941535	24	16	902MC	4418-33 A St	99,400	\$5,531.57	\$112,000
1510660	41	3	812-1661	82 Everitt Cr	90,200	\$5,149.94	\$100,000

Comments:

I concur with the recommendations of the Tax Coordinator.

"H. M. C. Day"  
City Manager

# FILE

## Council Decision - September 8, 1997 Meeting

**DATE:** September 9, 1997

**TO:** Tax Coordinator

**FROM:** City Clerk

**RE:** 1997 TAX SALE

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**Reference Report:**

Tax Coordinator, dated September 4, 1997  
(Additional Agenda)

**Resolution:**

"RESOLVED that Council of The City of Red Deer, having considered report from the Tax Coordinator dated September 4, 1997, re: 1997 Tax Sale, hereby approves proceeding with the tax sales for properties known as Roll No. 0941260, Roll No. 0941535 and Roll No. 1510660, subject to the following conditions:

1. That said sale be held in the Council Chambers of City Hall, Red Deer, Alberta, December 4, 1997, at 11:00 a.m.;
2. Terms to be cash;
3. The minimum sale price for each parcel and the terms and dates that are applicable for the various parcels advertised, are to be as outlined in the above noted report from the Tax Coordinator;

and as presented to Council September 8, 1997."

**Report Back to Council Required:**

No

**Comments/Further Action:**

The Council Chambers have been booked for Thursday, December 4, 1997 at 11:00 a.m. to accommodate the 1997 Tax Sale. Please do not hesitate to contact this office should you require any additional assistance.



Kelly Kloss  
City Clerk

/clr

c Director of Corporate Services  
Director of Community Services  
Director of Development Services  
City Assessor



**FILE**

**DATE:** September 10, 1997

**TO:** Mayor  
Councillors

**FROM:** City Clerk

**RE:** **MEETING WITH MINISTER OF MUNICIPAL AFFAIRS AT AUMA  
CONFERENCE**

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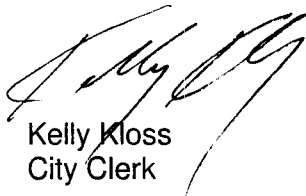
As discussed at the Council Meeting of September 8, 1997, the Honourable Iris Evans, Minister of Municipal Affairs, has extended an invitation to all municipalities to meet with her on an individual basis during the upcoming AUMA Conference. The purpose of those meetings proposed meetings is to discuss critical issues that municipalities may wish to raise.

Mayor Surkan advised that Council may wish to meet with the Minister at a later date when more time is available. In this regard, I contacted the Minister's Office and was advised that a maximum of a ½ hour only would be provided during the AUMA Conference.

The purpose of this letter is to advise, that in accordance with Council's request, we will be presenting this issue on the September 22, 1997 Council Agenda for further discussion. At that time, Council may wish to consider:

1. Should Council meet with the Minister during the AUMA Conference?
2. What critical issues should be raised with the Minister?

This is presented for your information.



Kelly Kloss  
City Clerk

KK/clr