

Resident Feedback Summary

2015 Coffee with Council held at Lacombe Trade Show (April 11, 2015)

DEPT.	RESIDENT COMMENTS / CONCERNS
Operations & Planning Services	<ol style="list-style-type: none"><li data-bbox="435 472 1414 772">1. Resident would like to see yellow curb (no parking zone) on C&E Trail at corner of 46 Ave and C&E Trail. Cars parked along C & E Trail block view of driver's on 46 Avenue approaching C & E Trail. (several comments about this location) A site review was conducted, and no significant sightline issues were noted. There is a hedge on the north eastern corner that, if not regularly pruned, could become an issue. Bylaw Enforcement has been made aware of the hedge, and will watch to ensure it does not become a safety hazard.<li data-bbox="435 806 1300 940">2. Request for sidewalks to be installed on Fairway drive (several comments on this, maybe 15+) This request will be considered as part of an overall sidewalk improvement program, to be presented to Council this summer.<li data-bbox="435 974 1430 1171">3. Sidewalk eastward from ELUE school on the north side to connect to Popow's Park, trails and sidewalks. Especially important now that the parking lot at the school is closed and kids are being dropped off on City streets/avenues This request will be considered as part of an overall sidewalk improvement program, to be presented to Council this summer.<li data-bbox="435 1205 1430 1444">4. Intersection and cross walks at seniors lodge on C& E trail (too much parking too close to crossings and poor sight lines) This will be referred to Enforcement Services to ensure that parking restrictions are enforced and extending the no parking zone is reviewed in the field. The request was to extend the no parking from the intersection at C&E Trail and 46th Avenue by painting a yellow curb on the north side of the avenue.<li data-bbox="435 1478 1414 1642">5. Relocate Popows and metal recycling plant on HWY 12 east from commercial area to industrial area. These are private commercial businesses - while the City would support the relocation of these businesses to a more suitable district, we are not in a position to force them to do so.<li data-bbox="435 1675 1414 1873">6. How do we know for certain that our recyclables are in fact in being recycled? They are being picked up in a compressor garbage truck and so this leads one to think that perhaps the trucks are simply driving to the landfill and emptying their loads there. Can we receive assurances that our recyclables are being reused? Is it possible to investigate this? The final use of collected recyclables was a selection criterion in the

evaluation of possible service providers. CanPak Environmental, the City's recycling collection contractor, works with Loraas disposal in Saskatchewan to sort collected materials. These materials are then sold on the commodity market.

7. Can we formally make a change to our annual spring and fall cleanup to allow for swapping of goods left out? This is done informally already as some citizens will rummage through items left out for pickup but perhaps the city could recognize this behaviour and advertise that this can be done by all perhaps. (This comment was made by several different residents)

This option was presented for Council consideration in 2013, but was not endorsed as the County started a similar service at the Prentiss Transfer site. No plans are currently in place to change the Community Pickup to a Community Swap style event.

8. Can the City promote "FreeCycling" during Community Clean-Up? This option was presented for Council consideration in 2013, but was not endorsed as the County started a similar service at the Prentiss Transfer site. No plans are currently in place to change the Community Pickup to a Community Swap style event.

9. There are a number of issues that need to be addressed on Fairway drive. No sidewalk for one thing and vehicles travel at a high rate of speed on that particular drive. Perhaps a three way stop should be put in where the Christian High School exits onto Fairway in an effort to slow traffic. More photo radar on that particular road perhaps. Not a very particular safe area to walk for pedestrians.

This request (sidewalks) will be considered as part of an overall sidewalk improvement program, to be presented to Council this summer.

Intersection control devices such as three-way stops are not intended as speed control, but as a way to safely manage traffic at an intersection. The speed concern will be raised with the Lacombe Police Service for possible enforcement action.

10. Can we please put in a curb cut at the playground/park at Elana Crescent? I know we have talked about this before but this benefits all citizens not just the individual in question who made the request. Mothers pushing strollers, kids riding bikes, others with mobility issues could benefit from this. And if the need arises to do this at other green spaces then so be it but as it stands today, making this one change at this particular park is minor in my opinion and should be done.

This request will be addressed this summer.

11. Three people talked about the roundabout slated to be built this year in the north end of the city. They were concerned about how people are ignorant on how to properly use a roundabout and they were especially concerned with the amount of children who would have to navigate their way around it on their way to school. What can we do to alleviate their concerns?

The City is collaborating with Alberta Transportation, City of Red Deer,

and the Town of Blackfalds to have consistent educational messaging about the operation, and benefits, of roundabouts. This public messaging will be disseminated prior to construction completion on the roundabout.

12. Someone suggested that the stop lights at Woodlands and C & E Trail and stop lights at 50th St. and 54th Ave. revert to 4 way stops between 10 pm and 6 am.

This would lower safety at the intersection as it would create confusion about the meaning of red lights. As has been demonstrated in recent years, motorists find flashing lights, and changing expectations at intersections, confusing.

13. An individual suggested the many benefits we would see if we installed GPS monitors on our fleet units. "Fleetmatic"

Vendors interested in the City evaluating their products are encouraged to contact the appropriate department to discuss possible benefits. In this case, the Roads & Fleet department. GPS monitoring has been evaluated in the past for City use, and was determined to have a higher cost than benefit.

14. Damage to pavement by deteriorating permanent crosswalks was noted. How can this process be justified if it ruins road surfaces. Intersection of 54th Ave. and C & E Trail was pointed out as one of the best examples. Crosswalks provide important indicators to pedestrians as to where safe crossing locations exist, and to motorists as indicators as to the expected location of pedestrians. While there is maintenance associated with any crosswalk marking, the permanent markings have been found to be the most effective, with the lowest life cycle cost, in high traffic intersections.

15. Resident complaint regarding the improvements to the RV dump last year: not an improvement as it is now a wet and dirty mess.

Operations will monitor the RV Dump this summer to make sure it is operating as designed.

16. The shrouds on the traffic lights at 12 & 2a are smaller than at the other intersections and the lights for the Eastbound traffic are visible by the North bound traffic. At that intersection why doesn't the westbound traffic get the advance light instead of the eastbound?

Because of the skewed angle of the Highway 2A/Highway 12 intersection it is difficult to completely obscure the eastbound lights from northbound traffic. The lights are fully integrated with the rail crossing warning system, which makes certain advance lights unsafe at specific times when the train is interacting with the signals.

17. Resident complaint about dumpster being moved behind 5416 - 46 Ave now hitting fence. Sat in previous place for 30 years with no problem.

The adjacent residents requested this bin be moved to its current location (where it is not touching any fence). The issue has been addressed directly with the resident.

18. Are we contemplating any improvements to 58th and Woodland Drive

because of increased traffic from new sports fields and Sheppard Heights?

No. Traffic generated by these sites will not have a significant impact on the level of service at these intersections, because the existing congestion occurs off-peak hours (i.e. before and after school). The new developments will only contribute a minor amount of traffic to the intersections during these times of congestion.

19. Lane delineation at intersection of Woodland Dr. And C & E Trail (East/West bound) needs turning lanes the same as North and South bound.

These lane markings are not included in the 2015 Capital Works Program. Council requested that, if budgets permit (i.e. there is unexpended contingency at the end of the program), that these markings be considered for 2015.

20. The alley on the north side of McKenzie Crescent is too narrow and extremely soft causing many people to get stuck this spring. The City has been working with the Developer that is responsible for these lanes to remedy the situation. Unfortunately the development has tracked significant mud into the lanes, resulting in unacceptable bearing capacity. The developer is required to fix the lane promptly.

21. When will the curbing be complete on unfinished portions of the 2A service road from Heritage Drive north to 63rd Ave.?

No further curbing is planned for the Highway 2A Service Road at this time.

22. Why is the speed on hwy 2A north of the lights where 12 meets 2A only 50kms per hour? Can this be increased to 70kms per hour?

This section of roadway has been designed for a speed limit of 50 kph, as per the Transportation Association of Canada design standards, and Alberta Transportation direction. The intersection signalization, and rail pre-emption infrastructure that is tied into the signal light timing system, are also designed for the 50 kph speed limit. An increased speed limit could be contemplated, but to accommodate it the signal timing and rail preemption infrastructure would need to be redesigned and reset, and additional advance warning infrastructure would be needed.

23. Please comment on crosswalk painting and repairs.

The City of Lacombe currently has approximately 175 crosswalks within the community. The majority of these crossings are painted, rather than 'permanent line markings' (e.g. inlaid thermoplastic). Operation's staff paint or repaint approximately 80 crosswalks per year, in an attempt to prevent severe fading of painted lines. Unfortunately, many of the high traffic areas require paint twice per year, so in reality, only about 50 crosswalks are addressed in any given year.

The longest lasting, and lowest overall cost, option for crosswalks is inlaid thermoplastic. However, the downside of the product is a high initial cost (approximately \$2,500/crosswalk), and the fact that it is really only

	<p>suitable for application to new pavement. On old pavement thermoplastic does not adhere properly, and has a relatively short life. Cold plastic inlay (approximately \$1,200/crosswalk) can be used on older pavement, but it has a shorter lifespan (about 5 years). The annual roads budget includes \$10,000 for all durable road marking applications within the community, including crosswalks, turn arrows, stop bars, etc. Most durable marking replacements of crosswalks are therefore done in conjunction with a larger budgeted paving program of the road.</p>
<p>Community Services</p>	<p>24. Resident complaint regarding the removal of off-leash dog-park without a new one in place. Upcoming plans and timelines for the replacement facility were shared. Also added their name to list of citizens to be consulted on Master Plan design features.</p> <p>25. Trees on Municipal Reserve at Willow Crescent. Trees are in high water and falling over. Water levels have reduced due to the outflow being cleaned of dense vegetation. Parks staff will monitor trees and vegetation failing due to high water levels ensuring reduced interference with private property.</p> <p>26. Elizabeth lake trails are under water. Engineering Services installed a temporary pump at Cranna Lake connection to Lake Anne & Elizabeth Lake. Lake Anne levels have consequently reduced, as will water levels in Elizabeth Lake. Water levels need to reduce by approximately one foot to reach prior year levels that did not interfere with trails. Engineering services will develop a long range plan to permanently manage water levels in the area. Trail infrastructure will be designed based on these findings.</p> <p>27. When will we see a new multiplex or new ice surface in the 10 year capital plan? When will this council recognize the importance of the need for this and how this will attract more people to relocate to Lacombe? Can this facility perhaps include a new city hall? Citizen input, demographics and service demands are triggers for new facilities, increased service levels or new services. Requests are tracked and presented annually to City Council for review and consideration. This generally occurs during Operating budget discussions and 10 Year Capital Plan discussion periods.</p> <p>28. Will we be addressing snow removal on city owned trails? Why are we being expected to clean our sidewalks and yet the city does not clean theirs? A review of existing service levels regarding snow clearing on city owned trails and property is currently underway. It is anticipated that this item and any recommended changes will be presented to council in June 2015.</p>

29. Resident feels that we have made progress in our work against Black Knot but feels we could do more to enforce black knot eradication on private property.

The City continues to promote proper care of trees and management techniques for Black Knot to encourage resident participation in the management and eradication of the fungus. Notices have been provided to specific property owners. The City's jurisdiction does not extend to private property.

City arborist services have concentrated on removing Black Knot conditions from Municipal trees.

A practice to discourage planting of tree species susceptible to Black Knot has also been adopted

30. Several comments regarding the litter in our community, with particular attention to downtown alleys – keep them cleaner and trimmed around the murals.

Trimming along buildings is the responsibility of building owners, Unsightly properties are managed by Bylaw Services.

Parks staff pick up garbage along the highways, parks, MR and ER's, but do not clean up private property.

Parks staff also empty the garbage receptacles that have been placed along high traffic areas (52st, high school, downtown, parks and trails)

31. Are we participating in the Communities in Bloom campaign to raise civic pride?

The City does not participate in Communities in Bloom. The current strategy is to encourage community engagement in beautification throughout the year. Beautification efforts include pitch in week, groups and clubs collecting garbage in partnership with Schools. The placement of additional garbage and recycling bins has been introduced in recent years. Ongoing funding of beautification items such as banners, murals, flower baskets, parklets etc. has also been incorporated into operations.

32. There is a lack of signage on trails to show exits.

This information has been passed along to the Recreation department for evaluation and consideration

33. Request for a back stop at playground on Erma St so kids can play ball?

This will be considered as part of the green spaces review

34. Request for a trail link to the new playground from Eva Cres.

This will be reviewed by Recreation as part of the Trial master plan.

35. Lack of sidewalks and trails South of tracks, given that City development is headed that direction.

This item will be responded to as part of the sidewalk review currently under way.

36. Why isn't the Masonic Lodge listed on the bottom of the map at Michener Park?

This has been forwarded to Recreation for review

37. What are we going to do for pedestrian traffic for those wanting to use the recreational options on Len Thompson drive?

Future trail development may accommodate this partially, as trails may be provided on ER running North to South from Len Thompson fishing facility to the new Off Leash dog area.

Approaches from the South may be offered if sidewalk access is created in the SE quadrant of the City

38. Expand / change the BOLT Route: Looking for news on BOLT revenue
Evaluation of BOLT service will be conducted in Fall 2015 after one year of operation. Citizen requests and recommendations will be presented as part of the 2016 budget deliberations.

39. Move the Michener Park Campground on the westbound side further west to direct campers directly onto 63rd St.

Uncertain as to what is being requested.

40. What is the City doing to honour Bill Nielsen?

Mayor Christie made a personal visit to Bill's widow in the initial days after his death.

Administration has been in conversation with Linda Nielsen during Bills final days and since his passing. After several discussions and much thought the plan agreed to is to honor him at this year's Trails day event which is June 6th.

In the interim the City installed a bench overlooking Henner's Pond that was unveiled during the Bill Nielsen run held last year.

Several of Bill's running memorabilia, equipment and medals were selected with Linda, and are currently being framed in a shadow box to provide a permanent memorial to Bill Nielsen in City Hall.

The Mayor will provide remarks at the Trails day event unveiling the shadow box (details for the event are currently being planned by Community Services) and will be shared once they are completed.

Several City staff attended Bills funeral service.

City staff remains in contact with Bill's widow.

The \$80,000 public art contribution for the Police station will likely be used at that site; however, details for that decision will rest with the Art Selection Committee guided by the 1% for Art Policy and the police facility Architect.

41. What are we doing to address garbage accumulation in the community including Pitch-in Week celebrations?

Pitch in week received the same exposure as last year which included poster distribution, promotion of the event at an interagency meeting and invitations to school principals encouraging student participation. Student participation increased from 1058 last year to 1462 students taking an active role in the community clean up this year. Businesses were invited to participate as well, and one did so.

Parks summer staff commences employment in the next few weeks.

Trash on municipal property is collected by staff. Litter remains a problem

and additional trash cans have been placed along popular walking routes and trails.
It would be a welcome change if residents and businesses became more active in remedying this challenge.

Corporate Services

42. We need better enforcement of our bylaws. Can the Lacombe police service be more active in this respect? There are communities where the police will issue fines for bylaw infractions. Why can this not be done here?

Lacombe Police Service do issue tickets for traffic offenses under the Traffic Bylaw and the Highway Traffic Act as well as Noise infractions under the Nuisance Bylaw and the enforcement of the Community Standards Bylaw. This is in addition to the City and LPS Enforcement Officers who issue tickets for traffic infractions both under the Traffic Bylaw and the Highway Traffic Act and other bylaws.

43. Does council realize that there are a number of signs in Lacombe that are illegal when it comes to photo radar? Does the city realize that they are contravening the guidelines surrounding signage placement that the province and the minister of transportation have in place? Photo radar signs can only be placed on an existing signpost if it ADDS to the understanding of the sign. The individual whom I talked to regarding this recently took to court a photo radar ticket that was issued to him that was subsequently thrown out by the judge because of improper signage. This seems to me to be an easy fix. Simply put up another signpost. We could potentially run into a big problem here if we have to refund all photo radar tickets issued because of illegal signage.

This comment is referencing signage on 54th Street. The Traffic Safety Committee is reviewing the placement of signs and will provide the CAO with recommendations.

44. A couple of people express their dislike of photo radar. They believe that the best way to enforce and get the message across is to be pulled over and issued a ticket by a police officer or CPO. They hope that we will one day do away with photo radar.

This is a level of service issue for Council to decide. Should Council decide to explore the cost of replacing automatic traffic enforcement with more dedicated traffic officers (police and/or CPOs), Administration and the Police service would provide staffing levels and cost implications.

45. A few people who had no idea coffee with council was happening. We may have dropped the ball a little bit on this as I felt that this particular coffee with council was the slowest one we have had to date.

Coffee with Council was advertised in the following mediums on the identified dates:

Coffee with Council Advertising	Dates
Posters around town	March 26/April 2/April 8
Farmer's Market	April 2/9
Community Moments Radio	April 1 ongoing

PSA radio	April 8 ongoing
Social Media Ad and article (Facebook, Twitter, Blog)	April 8 ongoing
City website story article	April 8 ongoing
City Pages spread Ad and article - print	April 9

46. Resident moved recently from home in Fairway Heights to a centrally located condo and feels there is a property tax inequality. Condominium owners of strata properties (e.g. apartment sized condominiums) are assessed for both their individual unit plus a portion of the common property (e.g. hallways, green spaces, internal roads & driveways, and parking lots) based on their percentage of ownership. This results in a higher assessment relative to the square footage of just the living area of the condominium unit. Valuation is based on the market value on a mass appraisal approach for these units. The preparation of these assessments is regulated by Provincial regulations.

47. Resident feels we should have our own 911 dispatch service. The City left both 911 and emergency services dispatch in 2009 due to issues related to recruitment and retention of staff, increasing demands on resources and a need to upgrade equipment.

Currently, 911 is provided by the City of Red Deer. EMS dispatch is provided to the Province by the City of Red Deer while RCMP provides dispatch to the Lacombe Police Service. The Lacombe Fire Department along with all other fire departments within Lacombe County are dispatched by the City of Red Deer.

Lacombe Fire and Lacombe Police have established service levels expectations with their respective dispatch services. As an example, the standard for Lacombe Fire is 2 minutes from time of call to time to dispatch for 90% of the calls.

Lacombe Police Service is also constantly reviewing response times and is currently exploring alternative service delivery options for their dispatch services.

48. Last fall at Coffee with Council there was a complaint that a 50th Ave. business was putting large amounts of merchandise for sale on the narrow sidewalk, and the matter was dealt with, but the practice has resumed.

Section 409(2) of the Traffic Bylaw provides for the City to provide permission to businesses to allow for the display of merchandise on sidewalks immediately adjacent to their property. This permission is conditional on the merchandise not obstructing the travel lanes of the sidewalk. As this sidewalk is typically 3 m instead of the standard 1.2 to 1.5 m this is a reasonable accommodation.

Enforcement Services continues to review this area to ensure compliance on this matter especially as the weather improves.

49. Resident would like to see a bylaw with teeth to enforce private parking signage.

The City's current traffic bylaw allows for permit only or provincial placard parking such as for persons with disabilities on public streets. These are patrolled in the downtown on a regular basis by City Enforcement Services during regular business hours.

The City does not enforce parking restrictions on private or commercial parking lots or lanes. This would require a bylaw change if Council should decide to offer this service.

50. Speed signs are needed in the Michener area.

51. More enforcement requested on Woodland Drive west of Maple Bay intersection, perhaps flashing lights for the crosswalk

Currently Lacombe Police and City Enforcement Officers attend to this intersection on a frequent basis before and after school. We would support pedestrian crossing lights at this intersection.

52. Unmarked playground zone on Erma Street.

The area in question is passive park space with no playground equipment or fencing. The City currently only signs playground speed zones for area where there is a playground structure.

Concerns about speeds in the area was noted and a traffic measuring device put up but speeds recorded were not significant enough to place extra enforcement in the area.

53. Suggestion for a community wide speed zone such as in Sylvan Lake.

In the past year, the City of Lacombe has moved to standardize speed in the community to 50 km/hr for all areas with the exception of school and playground zones. The City has a limited number of higher speed areas on arterial and highways within the City.

Sylvan Lake's community wide speed zone is 40 km/hr.

54. Too many speed zones.

In the past year, the City of Lacombe has moved to standardize speed in the community to 50 km/hr for all areas with the exception of school and playground zones. The City has a limited number of higher speed areas on arterial and highways within the City.

55. A desire to have chickens within city limits was expressed. One individual provided me with the bylaw from the Town of Mundare and how it works there. I know Red Deer is in the midst of pilot project I believe with

	<p>chickens as well. I would like to see administration investigate this further and perhaps put together some possible bylaw amendments that would allow for chickens to be kept within city limits</p> <p>Administration is in possession of the 2010 bylaw from Mundare as well as the current project from the City of Red Deer. There have been a number of changes between 2010 when the Town of Mundare approved their bylaw and now with the City of Red Deer's current bylaw that Administration would have to research as well as Administration would consult with the public. Given the resources needed, a resolution from Council is requested to direct staff to conduct this research.</p> <p>56. Intersection and cross walks at seniors lodge on C& E trail (too much parking too close to crossings and poor sight lines)</p> <p>Enforcement Services examined sight lines in the area and in particular those for traffic coming off 46th Avenue which was the source of the complaint. Enforcement Services does recommend to the CAO that no parking be extended along the east side C&E Trail just north of 46th Avenue as well as on both sides of C&E Trail south of 46th Avenue. This will reduce street parking in this area but will improve sight lines for a 45 degree angle intersection.</p>
	<p><u>Accolades/Comments</u></p> <ul style="list-style-type: none"> • Couple very impressed by the ReCollect garbage reminder system. • Many residents expressed general satisfaction with services provided by City of Lacombe.