

Resident Feedback Summary

(Insert date and event)

DEPT.	RESIDENT COMMENTS / CONCERNS
Operations and Planning Services	<p>1. Don't allow home based businesses in residential areas. The concern is with an application for a dog/cat grooming business. It is too close to walking path; the house is not well kept.</p> <p>Home Occupation based businesses are regulated in the City of Lacombe, through the City's Land Use Bylaw. The Land Use Bylaw is currently undergoing a significant update, which will be implemented January 1st, 2017. A business of this nature (Pet Grooming) does include customer visits, so it must be considered, and approved, by the Municipal Planning Commission. The MPC meetings are public, and any nearby residents are encouraged to attend, and submit concerns in writing to the City, in advance of the meeting. This will ensure the MPC considers these concerns in the rendering of their decision.</p>
	<p>2. Make sure when 50th Avenue is worked on more parking is added.</p> <p>Several considerations for additional parking development or redevelopment have been included with the design plans for 50th Avenue.</p>
	<p>3. Reconfigure 58th street and 54th Avenue to mitigate standing water</p> <p>When major roadwork (i.e. repaving) is completed in this area, consideration will be given in the design to reducing the instances and duration of standing water in the location.</p>
	<p>4. Residence on corner of 54 Street and 56 Avenue is under construction and needs to be cleaned up</p> <p>This concern (with associated address) should be brought directly to the Planning & Development Department if the resident believes a building or development permit is not being satisfied.</p>
	<p>5. The planning department has vastly improved over the last number of years but there are still issues with front end staff being overbearing and unfriendly.</p> <p>It is good to hear of the improvement. The departments goal is to</p>

	<p>ensure every customer is treated fairly and with respect. Providing helpful service to residents and businesses in a friendly way is something every staff member strives to do, and we apologize that this hasn't happened in the instance referenced.</p>
	<p>6. Planning department often comes back with extra things that need to be done after saying here is what you have to do.</p> <p>Staff attempt to provide the complete list of all supporting documents or reports for specific applications. However, there certainly are instances wherein the initial application raises questions or concerns that must be addressed by supporting information that was not initially considered. In these instances, the applicant may be asked for extra detail following the initial applications.</p>
	<p>7. One citizen had street lights go out and with the call to city hall found out that they (the citizen) needed to contact Fortis since the city does not own the lights. She did not feel this was acceptable as it is a city service and rarely occurs that lights are not on. The city should have contacted Fortis directly.</p> <p>Residents are encouraged to contact Public Works at 403-782-1261 to report street light outages during business hours. Staff there are able to contact Fortis directly to submit the concern. After hours, it will be faster for residents to contact Fortis directly.</p>
	<p>8. One citizen was concerned about the potential use and cost of the existing provincial building. Upon further discussion, it was noted that the city has not made a decision what to do with the building at this point, is looking at options and will ensure that it is the best use of taxpayers dollars. Also it was noted that if the city hall does move downtown, the existing location could be sold for another development contributing to the funding of a new or renovated facility.</p> <p>Possible redevelopment or renovation options for the former Provincial Building have been developed, and will be considered during Council's upcoming budget deliberations.</p>
	<p>9. The downtown historic flavour especially in terms of architecturally significant buildings should be maintained and all new buildings should encourage similar designs and features. With further discussion, it was noted that our consultants encouraged elements of historic design which is written into the bylaw and it is a best practice to not create or duplicate an exact or similar design to new buildings.</p>

	<p>The City's Municipal Development Plan , Policy DT5.4 states that: <i>"... The City shall protect the architectural and historic character of the downtown, including the surrounding neighbourhoods. The City shall ensure architectural design guidelines are in place for the downtown area, which direct the compatibility of infill development. "</i></p>
	<p>11. Resident requests sidewalks for Fairway Drive This matter was previously considered by Council. At that time, Council elected not to proceed with installation of sidewalks on Fairway Drive.</p>
	<p>12. Resident concerned about road being blocked off along 44th Street and Hwy 12.</p> <p>The area in question is not a road but Public Utility Right of Way along a privately owned lot.</p>
	<p>13. Can the city please consider changing the yield sign at the corner of 57th street and 53 avenue to a stop sign? Too many close calls happening at this intersection.</p> <p>Operations will monitor the location to determine if traffic volumes justify a change in traffic control measures.</p>
	<p>14. Please do not spend the additional three million dollars on streetscaping in the downtown. This will not increase the likelihood of more shoppers in this area. Good money to bad.</p> <p>Research has shown that attractive downtowns do increase the number of visitors, and shoppers, in the area. Public investment into downtown infrastructure also generally precedes private investment into development, and redevelopment, of adjacent businesses. Council will be considering the scope of the downtown project during the 2017 Budget deliberations.</p>
	<p>15. We live on 5504-55 Ave in a condo and we find the street lighting to be very poor in that area. Is there any way a requisition can be made of Fortis to add a streetlight in this area please?</p> <p>Lighting installed in this location would have met the design standards in place at the time of the subdivision's development. In many cases, these standards have increased in subsequent years, which makes the 'old' standard seem less desirable. When major roadway or utility work occurs in older subdivisions, the new standards are generally applied. This would likely be the case in this instance as well – when the road is repaved/reconstructed, additional streetlighting will be considered.</p>
	<p>16. I work at the chiropractor next to the dry cleaner downtown and the</p>

	<p>sidewalk is crumbling in front of our establishments. Would it be possible to have this sidewalk replaced please?</p> <p>The City has an annual budget for concrete replacement in the Downtown Core of \$100,000. This is prioritized based on 4 rated criteria; Cracking, Spalling, Differential Settlement, and Accessibility. Currently, there are sidewalks with a higher identified need than the one identified, although we do recognize that the sidewalk is in poor condition. It's likely that this will be addressed in coming years as other more urgent priorities are completed.</p>
	<p>17. I like some of the changes envisioned for the downtown however I do not like the fact that they are considering moving the crosswalk where 12 meets 2A further back to the flatiron plaza. This seems much more dangerous to me. Also the crosswalk that is being removed by the royal bank should remain. Perhaps that intersection could be turned into a scramble intersection where the button is pushed for the pedestrian light and you can then cross in any direction, even diagonally like you see in some bigger cities.</p> <p>These comments, along with other results of public consultation, will be considered as the detailed design for the project progresses.</p>
	<p>18. Please correct the drainage problem on 54th avenue. This needs to be addressed.</p> <p>When major roadwork (i.e. repaving) is completed in this area, consideration will be given in the design to reducing the instances and duration of standing water in the location</p>
	<p>19. Request for lights or a roundabout at Woodlands and 58th Street</p> <p>This location was reviewed in the City's most recent Transportation Master Plan, and at that time traffic volumes did not justify intersection enhancements. Operations will continue to monitor this location for 'level of service' concerns. Currently, the intersection operates poorly during peak times, but is within acceptable standards.</p>
	<p>20. Why is there not a recycling program in place for businesses? Why can't there be a large commercial bin for garbage, cardboard and then one for recyclables? One that was painted all blue perhaps</p> <p>Specific cardboard bins are available from the City for commercial customers. General recycling services can be contracted directly with any contractor on the City's 'Qualified Waste Services Contractor' list, available at www.lacombe.ca. The Wolf Creek Recycle Depot is also available for use by commercial customers in the City of Lacombe.</p>

	<p>21. Round-about signs are too large</p> <p>The signs were recently raised, as it was determined that they were blocking potential sightlines for pedestrians in some instances. The signage itself is at the size specified in the Manual of Uniform Transportation Control Devices, for roundabout signage. It is definitely larger than most of the other directional signage in the community, but this is due to the nature of the intersection.</p>
	<p>22. My neighbours heat their home and garage with wood. The smoke pollution gets extreme at times. What can be done to control the amount of smoke they produce?</p> <p>City of Lacombe residences with a wood burning unit must apply for permission through the Planning and Development Department as the units are regulated through Alberta Building Code. Receiving the proper permits ensures that the unit meets the Building Code's regulations and policies such as being 18inches off the ground. However, once the Building Inspector signs off on the unit it is up to the landowner to clean the unit and ensure that harmful/ excessive fumes are not emitted. Unfortunately, a wood burning unit is vented outside so there will always be some smoke but receiving the required permits and regularly cleaning the unit will help reduce the amount of smoke released.</p>
<p>Community Services</p>	<p>1. Dumpsters in back ally's need to be cleaned - weeds and garbage.</p> <p>Responsibility for ensuring the area of lane directly adjacent to a property lies with the adjacent property. From the City's Solid Waste Bylaw (Bylaw 316), Section 5: 5. The owner or occupant of a dwelling or other premises shall keep that portion of the lane and street adjacent to the dwelling or other premises from the property line to the center line of street or lane, in a clean and tidy condition and free from garbage and refuse. City parks resources are not utilized in the maintenance of residential or commercial alleyways.</p>
	<p>2. One resident requested the City explore providing more, or better, stocked fish ponds for recreational use. His experience is that the pond near the lagoons has declining stocks, and the Len Thompson pond has high use.</p> <p>In 2016, upgrades were completed to the Len Thompson fish pond which has definitely increased use. Stocking of fish ponds has traditionally been done by local community groups. We can introduce</p>

	<p>this discussion to the community groups that manage the site in search of evaluations or solutions.</p>
	<p>3. There is significant algae bloom in Les Walker pond. Resident would like to see something done to address the issue.</p> <p>Administration is exploring ways to address the algae bloom, which has been an ongoing problem for many years. Shallow depth and high organic content in the runoff feeding the pond are the source of this problem. Prohibitive costs are associated with remedies that are not guaranteed to work. Research indicates the installation of a fountain to be the most effective remedy. Budget allocations to support this will be presented in the 2017 budget.</p>
	<p>4. Why do we not have better shopping here in Lacombe? Perhaps council should consider tax incentives to big business so that development and box stores can be built in the east at Lacombe Market Square.</p> <p>While providing property tax incentives may seem to be an easy and mutually beneficial arrangement between a municipality and business, they impact existing businesses and residential ratepayers. For this reason, property tax incentives are not common place within Alberta. The Land Use Bylaw does allow for negotiable terms and conditions that can support mutual benefits for both the customer and city residents.</p>
	<p>5. Why did the City shut down Neighbourhood Place, don't you guys know how much good BW was doing in Lacombe?</p> <p>City of Lacombe did provide 18 months notice to Neighbourhood Place as a tenant of the building. The decision to close the service rather than relocate it was that of the Neighbourhood Place Board of Directors.</p>
	<p>6. Can the pond at Royal Oaks be upgraded with a fountain, path and lights?</p> <p>Future development for all green spaces will be outlined in a Master Plan that is to be developed in 2017. Once the Master Plan is in place and adopted by Council development in green spaces will be placed in the Ten Year Capital plan.</p>
	<p>7. An education component was tossed around most of the evening relating to the responsibilities of the City in terms of economic development. "The City should proactively call stores and let them know we want them in town". I would like to recommend that Council hear and clearly understand what the city does in terms of attracting new business and if there can be a renewed focus and potential new methods used for this purpose</p>

	<p>The City promotes economic development in several ways:</p> <ul style="list-style-type: none"> • Business attraction marketing and communication • Business retention and expansion consultation • Business visitation program in collaboration with the Lacombe Chamber of Commerce • Maintain a database of current statistics relevant to developers and those businesses they are looking to attract • Promote the quality of life the City of Lacombe has to offer • Creation of the Echo Lacombe Association that looks to support Community Economic Development Plan initiatives • Working with Central Alberta Economic Partnership to offer programs like Zoom Prospector, a site selector program used to promote regional assets to a national and international audience • Meetings with potential investors or developers
	<p>9. Several residents would like to see better lighting around Cranna Lake. When the days are shorter it gets too dark and unsafe and they feel lights around the lake would be a great asset to the walking trail.</p> <p>Lighting of trails is not currently planned for in long term capital plans. This is a question that will be addressed during the completion of a green space master plan in 2017 (budget permitting).</p>
	<p>10. There are dead trees west of the new traffic circle, can they be removed?</p> <p>The boulevard trees along College avenue appear to be in good health on both the south and north side.</p> <p>If the trees are deadfall within the forested area near the pond, only those trees that pose a danger (fallen across paths or will fall down are removed. Deadfall that does not pose danger is left as an environmental ecosystem for birds, insects and other inhabitants. We can certainly follow up if more information becomes available</p>
<p>Corporate Services</p>	<p>1. More police speed control requested on Woodland drive from C&E trail to 58Street</p> <p>Request will be forwarded to Lacombe Police Service</p>

	<p>2. Request for more police patrols around parks and playgrounds</p> <p>Request will be forwarded to Lacombe Police Service</p>
	<p>3. Replace yield signs with stop signs eg: 53 Avenue and 56 Street</p> <p>Operations will monitor the location to determine if traffic volumes justify a change in traffic control measures.</p>
	<p>4. I don't want taxes to skyrocket but if there are things we can do now with low building costs let's get them done</p> <p>The Ten Year Capital plan has identified a number of major projects that will take advantage of softer construction prices.</p>
	<p>5. Phoning the city is a frustration since you do not talk to a person right away. It is automated and our citizens who do not really need to call that often need to hear all the options for the departments etc before getting reception. It would be nice to go back to talking with a human first.</p> <p>Citizens can reach main reception at any time by dialing 0. We will examine the possibility of moving that number to the first of the directory of numbers. The City moved to this system as we had a number of requests for direct access to the City's internal phone directory.</p>
	<p>6. Chicken licenses were discussed and this citizen felt the process was too cumbersome and would take too long. Upon further discussion, it was realized that if they chose to proceed their application could be quite simple. They also wanted to note that more licenses should become available.</p> <p>This pilot program, including the number of licenses, will be reviewed at the 12 month review date. Council will then decide whether to continue the project and if so decide on any changes to the program. To date, 9 of the 10 licenses have been issued.</p>
	<p>7. One not-for-profit organization representative was concerned about the property tax for their structures and land. Specifically an adjacent parking lot which has its own title and does not represent any revenue component.</p>

	<p>The City has received a formal application and its being reviewed under the provision of the Community Organization Property Tax Regulation. The request may return back to Council.</p>
	<p>8. Resident applied to serve as a citizen at large on a committee and was requested to have a criminal check to be paid by herself. Why should she need to pay for something if she is prepared to volunteer? Secondly, why would she get a criminal check if she has no idea if she is even being considered?</p> <p>The concerned resident is encouraged to speak to the CAO directly on this matter.</p>
	<p>9. Eastbound traffic on 50th Avenue that wish to turn North on 58th Street hold up a lot of traffic. Would we consider changing the inside eastbound lane of 50th Avenue West of 58th Street to a dedicated left turn lane and the outer lane to accommodate straight through traffic and right hand turns? This change would also require an advance turning light.</p> <p>The southern eastbound lane does facilitate through traffic, allowing for two lanes of straight through traffic. The Transportation Master Plan did conduct counts at this intersection. No level of service failures were noted/expected in the short or medium term for the eastbound lanes at this location.</p>
	<p>10. Why does it seem that bylaw enforcement is still complaint driven? I thought that bylaw enforcement was to be more proactive. When will this happen?</p> <p>Bylaw is pro-actively enforcing all of its service level areas. However, there are resource limits on this enforcement. The most asked question is why the department is not checking backyards. Enforcement does conduct alley inspections but the frequency of those inspections is considerably lower than the road patrols which are done at least twice a week.</p> <p>As well, as many of the back yards are fenced, access to these yards is limited. Enforcement Services does rely on observations from Operations staff and the public at large for issues in the alley.</p>
	<p>11. Resident concern over the Recycle Depot being used by businesses plus some material is being dumped that is supposed to go to Prentiss.</p> <p>The Recycle Depot is intended for use by commercial businesses in Lacombe, and members of Lacombe County. There is periodic abuse of the Recycle Depot, in that it is sometimes used for the deposition of</p>

	<p>non-recyclable items. This is an enforcement issue that is ongoing.</p>
	<p>12. If council is not going to follow the information and feedback they receive from residents from the various surveys that are submitted, then please just stop putting them out there. It's just a waste of time to fill them out if council is going to do their own thing anyways.</p> <p>Council does consider the input received through community engagement when making decisions or evaluating alternatives. Surveys are one aspect of community engagement that allows Council to reach a relatively high number of residents for the cost. It is certainly acknowledged however, that these surveys are not scientifically defensible, and only represent the views of those individuals who choose to respond to the survey. While Council takes the results under advisement in their deliberations, they do not necessarily view them as a statistically accurate representation of the community as a whole.</p>
	<p>13. Resident completed the Speed Zone Survey online but it was not accepted when submitted.</p> <p>This is the only instance of this occurring that Administration is aware of – the survey had a very high response rate. Hard copies of the survey were also available at City Hall and various City events, including Coffee with Council.</p>
	<p>14. Lacombe Scouts have requested to have approval to use the City's Coat of Arms instead of the old Bluebird badge. They have yet to hear back from administration. Please respond to the request.</p> <p>In response to the request to use the City of Lacombe Coat of Arms as part of the Lacombe Scouts branding identity, please be advised that the Coat of Arms is a heraldic device, intended for ceremonial purposes only. Its use is restricted to key applications tied to the Mayor's Office, or on commemorative plaques for the official recognition of buildings or facilities for their local significance, and any such use is governed by the City of Lacombe Brand Standards Guide (2011). A letter was forwarded to the 1st Lacombe Scouts Group Commissioner advising of the limited applications for the City's Coat of Arms.</p>
	<p>15. My neighbours heat their home and garage with wood. The smoke pollution gets extreme at times. What can be done to control the amount of smoke they produce?</p> <p>City of Lacombe residences with a wood burning unit must apply for permission through the Planning and Development Department as the units are regulated through Alberta Building Code. Receiving the proper</p>

	<p>permits ensures that the unit meets the Building Code's regulations and policies such as being 18inches off the ground. However, once the Building Inspector signs off on the unit it is up to the landowner to clean the unit and ensure that harmful/ excessive fumes are not emitted. Unfortunately, a wood burning unit is vented outside so there will always be some smoke but receiving the required permits and regularly cleaning the unit will help reduce the amount of smoke released.</p>
Accolades	
	<p>A number of good comments regarding the main street program for 2017 with the improved parking options, beautification etc. - Better access to the parking areas. The One-way on 50th Street was seen as a positive since it would add more parking stalls and with the limited exiting already heading south on this street it would not be a lot different from the way it is now.</p>
	<p>Thank you for good discussion and explanations.</p>
	<p>Thank you for addressing the graffiti by the mail box on Dickens Lane & setting up the school bus stop.</p>