

Town of Bon Accord
AGENDA
Committee of the Whole Meeting
August 28, 2024 5:00 p.m. in Council Chambers
Live streamed on Bon Accord YouTube Channel

- 1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT**
- 2. ADOPTION OF AGENDA**
- 3. DELEGATION**
- 4. UNFINISHED BUSINESS**
 - 4.1. Council Workshop (enclosure)
- 5. NEW BUSINESS**
 - 5.1. 2025 Budget Highlights & Priorities (enclosure)
- 6. BYLAWS/POLICIES/AGREEMENTS**
 - 6.1. Community Grant Policy (enclosure)
 - 6.2. Complaint Policy (enclosure)
 - 6.3. Town Facilities Security Policy (enclosure)
 - 6.4. Fees and Charges Bylaw Amendments (enclosure)
- 7. CLOSED SESSION**
 - 7.1. Fire Services – *FOIP Act Section 21 Disclosure harmful to intergovernmental relations*
 - 7.2. Facility Rental Contract – *FOIP Act Section 24 Advice from officials*
- 8. ADJOURNMENT**

TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT

| | |
|------------------------|--------------------------|
| Meeting: | Committee of the Whole |
| Meeting Date: | August 28, 2024 |
| Presented by: | Jodi Brown, Town Manager |
| Title: | Council Workshop |
| Agenda Item No. | 4.1 |

BACKGROUND/PROPOSAL

During the June 04th, 2024 Regular Council meeting, the following resolution was passed:

Council directs administration to schedule a half day workshop including the following topics: Emergency Preparedness, Economic Development Strategy Presentation, and Governance Policy Decision Making Framework, and proceed with the required advertising as per the Council Workshop Policy. Resolution #24-243

Councillor Bidney moved to add “and confirm attendance by digital poll.”

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

As reported to Council, administration has not yet planned the half day Council Workshop due to other emergent issues over the past few months.

Given that September and October are very busy months for Council and administration with the 2025 budget deliberations and the Alberta Municipalities Convention, administration proposes including the above topics in the annual Council Workshop planned for November. These topics can be delivered by staff or contractors and therefore, no consultant fees are expected.

The proposed agenda is below:

- ✓ Emergency Preparedness/ Emergency Management (CAO/DEM and Deputy DEM)
- ✓ Economic Development Strategy Presentation (Municipal Experts)
- ✓ Governance Policy Decision Making Framework (CAO)
- ✓ FOIP Training (Legislative Services and Communications Coordinator)
- ✓ Strategic Plan Overview (Department Presentations)

Administration recommends that Council consider a 1.5- or 2-day workshop this year given the number of topics to be reviewed.

Suggested dates:

- ✓ November 13th and/or 14th
- ✓ November 25th and/or 26th

As per the Council Workshop Policy, an RFD to approve the Annual Council Workshop dates and agenda topics will be brought forward for Council approval at a Regular Council Meeting.

STRATEGIC ALIGNMENT

All areas of the strategic plan align with this report.

COSTS/SOURCES OF FUNDING

\$1,000 is available in the Council budget for the Annual Council Workshop.

Administration recommends that the cost of lunch and snacks over the 1 – 2-day Council Workshop be applied to this budget.

**TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT**

| | |
|------------------------|--|
| Meeting: | Committee of the Whole Meeting |
| Meeting Date: | August 28, 2024 |
| Presented by: | Falon Fayant, Corporate Services Manager |
| Title: | 2025 Budget Highlights and Priorities |
| Agenda Item No. | 5.1 |

BACKGROUND/PROPOSAL

Administration has been preparing the 2025 operating and capital budget, and the 2026-2028 operating plans and the 5-year and 10-year capital budget.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Attached to this report is a presentation detailing the highlights and priorities for the operating and capital budgets for Council’s review. Given that we are in the preliminary budget planning stages, department budgets are subject to change. Because of this, no budget numbers have been provided in the presentation. The purpose of this presentation is to ensure that the highlights and priorities presented align with Council’s planning and priorities.

STRATEGIC ALIGNMENT (REFERENCE STRATEGIC PLAN)

Value Statement: Professionalism

- Administration and Council manage the affairs of Bon Accord in a competent, reliable manner, to maintain a safe and prosperous community to work and live.

Value Statement: Stewardship

- Administration and Council embody the responsible planning and management of our resources.

COSTS/SOURCES OF FUNDING

NA



2025 Operating & Capital Budget Highlights & Priorities

PRESENTED AUGUST 28, 2024; COMMITTEE OF THE WHOLE MEETING

Table of Contents

| | |
|--|----|
| VISION, MISSION, VALUES..... | 2 |
| PRIORITIES | 3 |
| Long-Term Strategy..... | 4 |
| Budget Challenges & Drivers..... | 5 |
| 2025 Budget Planning Highlights & Priorities | 6 |
| Municipal Services..... | 7 |
| Wages & Contributions | 8 |
| Council & Election | 10 |
| Administration..... | 11 |
| Fire..... | 12 |
| Emergency Management | 13 |
| Bylaw Services | 14 |
| Storm | 15 |
| Roads..... | 16 |
| Water..... | 17 |
| Sewer..... | 18 |
| CAPITAL RATE RIDER | 19 |
| Waste Collection | 20 |
| Cemetery..... | 21 |
| Parks | 22 |
| Arena | 23 |
| Economic Development | 24 |
| Safe Communities | 25 |
| Planning..... | 26 |
| FCSS | 27 |
| Recreation | 28 |
| Capital..... | 29 |
| Budget Questions | 30 |

VISION, MISSION, VALUES

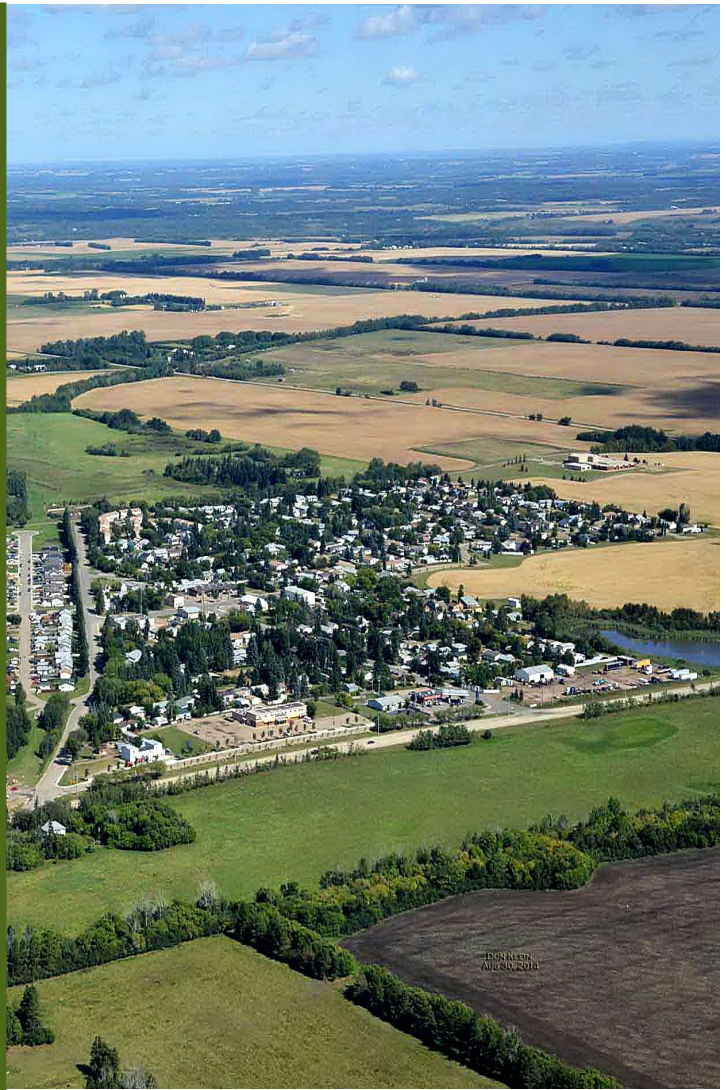
VISION

THE TOWN OF BON ACCORD PROMOTES A PROSPEROUS, RESIDENTIAL, AND INDUSTRIAL GROWTH COMMUNITY WHILE MAINTAINING A HOMETOWN FEELING.

TOWN OF BON ACCORD

MISSION

TO PROMOTE AND IMPROVE OUR QUALITY OF LIVING, ENHANCE OUR SENSE OF COMMUNITY, AND PRESERVE THE INTEGRITY OF OUR HOMETOWN VALUES WHILE GROWING INTO A TOWN THAT IS DIVERSE, PROSPEROUS AND WELCOMING TO NEW RESIDENTS, BUSINESSES, AND VISITORS.



Town of **Bon Accord**
building for tomorrow

INTEGRITY

PROFESSIONALISM

TRANSPARENCY



VALUES



COLLABORATION

STEWARDSHIP

SERVICE EXCELLENCE

PRIORITIES

PRIORITY #1: ECONOMY → THE TOWN OF BON ACCORD IS COMMITTED TO ACHIEVING STEADY GROWTH THROUGH RESIDENTIAL, COMMERCIAL, AND INDUSTRIAL DEVELOPMENT.

PRIORITY #2: COMMUNITY → THE RESIDENTS OF BON ACCORD LIVE IN A SAFE, CONNECTED, AND ATTRACTIVE COMMUNITY.

PRIORITY #3: INFRASTRUCTURE → THE TOWN OF BON ACCORD IS MAINTAINING AND IMPROVING ALL INFRASTRUCTURE IN A FISCALLY RESPONSIBLE MANNER.

PRIORITY #4: IDENTITY → BON ACCORD HAS A STRONG, POSITIVE IDENTITY AS AN ENVIRONMENTALLY PROGRESSIVE, FAMILY ORIENTED, WELCOMING COMMUNITY.

PRIORITY #5: COLLABORATION → THE TOWN OF BON ACCORD HAS STRONG, SUSTAINABLE RELATIONSHIPS TO ENHANCE MUNICIPAL PROGRAMS AND SERVICES.



Long-Term Strategy

The Town is still in the phases of long-term funding strategies.

Council and administration have been reviewing the list of operating and capital requirements utilizing tax revenue, grants, surplus funds.

Major projects include road reconstruction, stormwater management, and arena infrastructure.

Long-term funding strategies include utilizing reserves and grant funds available and implementing a tax planning strategy to replenish reserves over time.

Operational long-term strategies can allow for steady sustainability and growth:

- Manage inflation and maintain or grow service levels.
- Maintain and replace aging infrastructure.

Sources of revenue include taxes and user charges, grants and donations, sponsorships, and reserves.



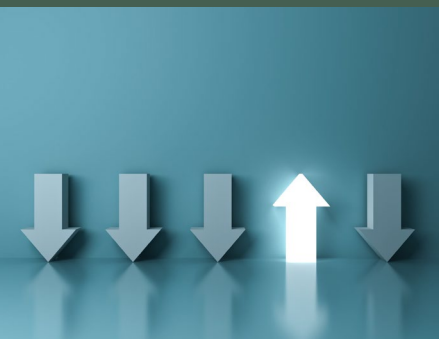
2025 DRAFT Operating & Capital Budget

August 28, 2025

Committee of the Whole

STRATEGIC PLAN

Values Statement of
INTEGRITY: A Town of
great moral character
that promotes
consistency,
truthfulness, and
trust.



Budget Challenges & Drivers

It is anticipated that the upcoming budget years' challenges and drivers will include:

- Continued effect of inflation on goods and services.
- Market prices for gas and power, resulting in higher costs and lower power credits.
- Continued increases to insurance. Current estimate at 10% increase.
- Large cost of RCMP Police funding for a small community.
- Aging infrastructure and increased maintenance costs.
 - Balancing multiple infrastructure replacement priorities such as roads, stormwater management, and arena.
- Reductions in provincial grant funding.
- Limited sources of revenue.
- Balancing act between costs and revenue to maintain service levels and replace and repair aging infrastructure.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
TRANSPARENCY: Open
and accountable to
our residents and
encourage open
communication.



2025 Budget Planning Highlights & Priorities

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
TRANSPARENCY: Open
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Municipal Services

Services provided by municipalities impact the quality of life. These services are value received for taxes, rates, fees, and charges.

These quality of life services are supported by key capital infrastructure and assets.

Services include water, wastewater, storm management systems, garbage collection, parks and recreation, fire, bylaw, and road maintenance.

These services “promote and improve our quality of living.”

Taxes, utility rates, fees, and charges are impacted by inflation, grant reductions, limited revenue sources, and aging infrastructure needs.

Services = Quality of Life
Quality of Life = Taxes, Utility Rates, Fees & Charges



2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of SERVICE EXCELLENCE: Administration and Council strive for the highest standard of service delivery and governance.



Wages & Contributions

One of the most significant assets of a municipality is trained and knowledgeable staff to oversee the day-to-day services to residents and to maintain essential infrastructure.

Employee compensations and adjustments are related to SERVICE EXCELLENCE.

The current projected 2025 FTEs (Full-time equivalent staff) is 17.07.

This includes 15 FTEs and 2.07 seasonal/temporary staff.

2024 Budgeted FTEs was 16.07.

Preliminary Wages & Contributions Changes projected for 2025 :

- Consideration of hiring administrative support for public works.
- Given the current inflation, the initial projected budget includes a 2.5% cost-of-living adjustment for staff and council.
- As the cost of benefits has risen, the initial projected budget includes an 80/20 split for benefits, i.e. 80% employer paid, 20% employee paid. The current split is 75/25.
- An increase in the RRSP matching program to a maximum of \$500 per month versus \$300 per month. This program has not seen changes since 2017.

STRATEGIC PLAN

Values statement of PROFESSIONALISM: Administration and Council manage the affairs of Bon Accord in a competent, reliable manner, to maintain a safe and prosperous community to work and live.

SERVICE EXCELLENCE

Administration and Council strive for the highest standard of service delivery and governance.

Trained, experienced, & competent staff = Service Excellence

- Compensation initiatives help with retention planning.
- Recognize staff for accomplishments and high quality of customer service.
- Foster staff well-being, promote health, safety, and morale.
- The Town can be an employer of choice and maintain high quality staff.



2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
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service delivery and
governance.



Council & Election



Council & Election 2025 budget highlights & priorities:

- Bill 20 training requirements for Council following the municipal election.
- Communications training (both Admin & Council)
- Municipal election training & supplies and elector register list software.

Council budget generally includes the following:

- Fees and per diems for each councillor and the meetings and networking opportunities they attend.
- EOEP training courses.
- Mileage and registration for meetings and conferences, golf tournaments, and parades.
- Council workshop.
- Cell phones.
- Insurance.
- Parade candy and council supplies.
- Council Community Connections.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of STEWARDSHIP:
Administration and Council embody the responsible planning and management of our resources.



Administration



Administration 2025 budget highlights & priorities:

- IT contract renewal (RFP process).
- Phishing email testing.
- Cyber Security Insurance.
- Communications training (both Admin & Council).
- Window replacement.
- Staff chair replacement (ergonomics).
- Human resources and payroll management software (Humi) to increase efficiency.
- EV (Electric Vehicle) revenue and expenses as a subcategory of administration.

Administration budget generally includes the following:

- Revenue, which includes tax certificates, landfill permit replacement, and NSF fees.
- Staff training and conferences – increase knowledge and collaboration opportunities.
- Postage and copies, office equipment leases and office supplies.
- Utilities – cell phones, office phones, power, and gas.
- Audit and assessment services.
- Cleaning services.
- Software annual fees.
- Building maintenance.

2025 DRAFT Operating & Capital Budget

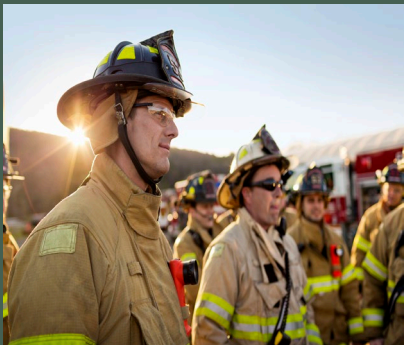
August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #2

Community: The residents of Bon Accord live in a safe, connected, and attractive community.



Fire



Fire 2025 budget highlights & priorities:

- Increase to contracted fire support from Sturgeon County per the agreement 2% or CPI, whichever is greater. Budget assumes 3% based on historical values.
- Increase to the fire hall rent, per the agreement 2% or CPI, whichever is greater. Budget assumes 3% based on historical values.
- Parkland County Dispatch fees increased to \$2.26 per capita from \$2.13.
- Building maintenance.

Fire budget generally includes the following:

- Fire hall rental from Sturgeon County Agreement.
- Fire services fees paid to Sturgeon County.
- Fire hall telephone and internet.
- Parkland County dispatch fees.
- Building maintenance.
- Power and gas utility allocation.
- Fire transfer to reserves to continue capital plan for fire hydrants replacement.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #5

Collaboration: The Town of Bon Accord has strong, sustainable relationships to enhance municipal programs and services.



Emergency Management



Emergency Management 2025 budget highlights & priorities:

- One full-time (FTE) added for a Health & Safety advisor position. The 2024 budget included casual/part-time contracted health and safety advisor. It has been identified that having this position full-time would be a benefit and asset to the Town in continually improving and maintaining our health and safety objectives.

Emergency Management budget generally includes the following:

- SREMP membership – increase by 3% inflation.
- Safety and first aid maintenance supplies.

2025 DRAFT Operating & Capital Budget

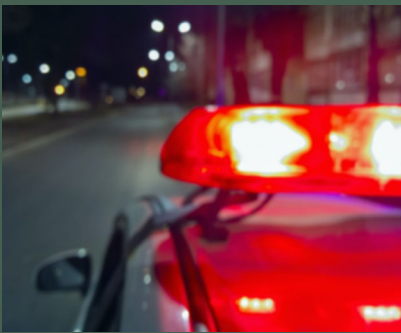
August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #2

Community: The residents of Bon Accord live in a safe, connected, and attractive community.



Bylaw Services



Bylaw Services 2025 budget highlights & priorities:

- Inflationary increases to the Bylaw Services Agreement; increases are 2% or CPI, whichever is greater. The budget reflects an estimate of 3%.
- Police funding model costs for 2025 have not yet been released.

Bylaw Services budget generally includes the following:

- Revenue which includes:
 - Fines distributions from the province.
 - Pet licenses.
 - A portion of the LGFF Operating grant to offset bylaw service costs.
- RCMP Police Funding (\$87,843 in 2024)
- Bylaw services agreement, which includes animal control.
- Pet tag supplies.
- Legal fees.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
STEWARDSHIP:
Administration and
Council embody the
responsible planning and
management of our
resources.



Storm



Storm 2025 budget highlights & priorities:

- Ditch clearing/contouring
- Increase in parts for culverts, materials to build gates.

Storm budget generally includes the following:

- Supplies for culverts and maintenance.
- Transfers to reserves.



2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #3 Infrastructure:
The Town of Bon Accord
is maintaining and
improving all
infrastructure in a fiscally
responsible manner.



Roads



Roads 2025 budget highlights & priorities:

- Dust control for annexed road, LS road.
- The price of totes for all roads for crackseal and spray patching is increasing.
- Sand and salt services may increase.

Roads budget generally includes the following:

- Revenue, which includes the LGFF grant portion.
- GIS system allocation.
- Utilities – telephone, power, gas.
- Allocation for office equipment leases.
- Dust control and road sweeping.
- Asphalt patching and line painting.
- Spray patching and crack seal, gravel.
- Equipment and vehicle maintenance – snow blades, equipment repairs, etc.
- Sand and salt.
- Safety PPE.
- Fuel.
- Transfer to reserves.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #3 Infrastructure:
The Town of Bon Accord
is maintaining and
improving all
infrastructure in a fiscally
responsible manner.



Water



Water 2025 budget highlights & priorities:

- Move water service and meter to support the potential 52nd Avenue subdivision development.
- Addition to the parts budget for cc risers, cc parts, and hydrants parts (Town's use of fire hydrants for water services).
- Extra-large size water meters.

Water budget generally includes the following:

- Revenue, which includes sales of water and penalties.
- Bulk water sales.
- Training courses and certification CEUs for Water and Wastewater.
- Utilities – telephone, power, gas.
- Flowpoint service charges for bulk water customer transactions.
- Munisight GIS services allocation.
- Office equipment lease allocations.
- Parts for repairs and maintenance.
- Water meters and mxu's.
- Water purchases – increases from commission unknown at this time.
- Reservoir debenture payments.
- Transfer to reserves, including capital rate rider.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
SERVICE EXCELLENCE:
Administration and
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highest standard of
service delivery and
governance.



Sewer



Sewer 2025 budget highlights & priorities:

- Bench repair at sanitary manhole 104.
- Arrow Utilities projected to increase to up to \$2.10/m³ from \$1.85/m³.

Sewer budget generally includes the following:

- Revenue, which includes sewer sales and penalties.
- Operator training for water/wastewater certification.
- Utilities – telephone, water, gas.
- Munisight GIS allocation.
- Main and service line inspection and repair.
- Camera lines and re-line.
- Wet well cleaning.
- Office equipment lease allocation.
- Supplies for repair and maintenance, gas monitors and calibration.
- Transfer to reserves, including funds from capital rate rider.

CAPITAL RATE RIDER

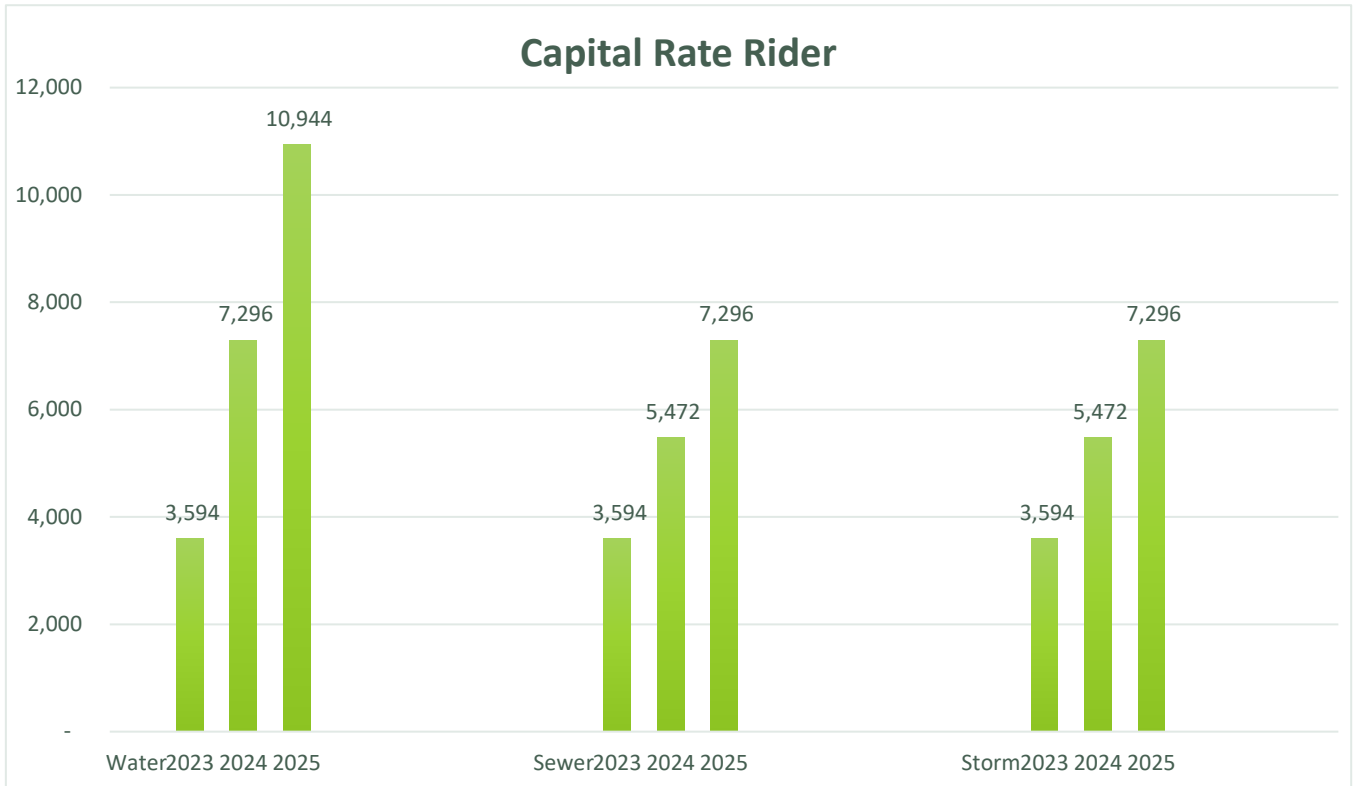
In 2023, a capital rate rider was introduced to utility billing to help add to reserves to save for key infrastructure. The fee was \$0.50 per resident for water and \$1.00 per resident for sewer, half of which was allocated toward storm management.

The idea was to continue a small increase per year for continual, additional revenue growth towards key infrastructure. A proactive versus reactive strategy.

The 2024 budget increased the capital rate rider to \$1.00 per resident for water and \$1.50 per resident for sewer, half of which is allocated toward storm management.

The 2025 budget could either maintain the capital rate rider at current rates, or increase by another \$0.50.

Per the graph below, an increase to the rate rider of \$0.50 would bring an increase in 50% to reserves collected for water and 33% in reserves collected to sewer and storm respectively.



2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of STEWARDSHIP: Administration and Council embody the responsible planning and management of our resources.



Waste Collection



Waste Collection 2025 budget highlights & priorities:

- Changes to the GFL collection agreement due to recycling moving to EPR (extended producer responsibility) in April. The current agreement expires in 2026 and includes a 2% CPI yearly increase.
- Costs related to recycling will no longer be the municipality's responsibility beginning April 2025.
 - Cost savings are expected to be approximately \$10,880 for 2025 or \$21.63 per resident for the year.

Waste Collection budget generally includes the following:

- Revenue, which includes waste collection sales.
- Office equipment lease allocation.
- Contract charges for waste collection.
- Landfill charges.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
SERVICE EXCELLENCE:
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service delivery and
governance.



Cemetery



Cemetery 2025 budget highlights & priorities:

- Cemetery bylaw legal review.
- Do not continue with Western Canada Cemetery Association membership or conference attendance – the benefit does not outweigh the costs.

Cemetery budget generally includes the following:

- Revenue which includes:
 - Open and close sales.
 - Plot sales.
- Maintenance and repairs for the cemetery.
- Parts and supplies.

2025 DRAFT Operating & Capital Budget

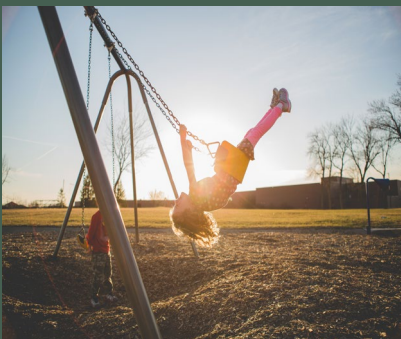
August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #2

Community: The residents of Bon Accord live in a safe, connected, and attractive community.



Parks



Parks 2025 budget highlights & priorities:

- Shale for ball diamonds
- Trees and shrubs for parks.

Parks budget generally includes the following:

- Revenue includes the Sturgeon Recreation Grant and Canada Summer Jobs Grant.
- Training and conferences – Alberta Recreation Facilities Personnel and Alberta Recreation & Parks Association.
- Pesticide applicator renewal certification.
- Office equipment lease allocation.
- Soccer line painting.
- Portable toilet rentals.
- Fuel.
- Parts and supplies for parks maintenance – dog pickup bags, baseball field chalk etc.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of STEWARDSHIP: Administration and Council embody the responsible planning and management of our resources.



Arena



Arena 2025 budget highlights & priorities:

- Continue to generate ice rental sales.

Arena budget generally includes the following:

- Revenue, which includes ice rentals and Sturgeon Recreation Grant allocation.
- Utilities – telephone, power, gas.
- Alberta Boilers Safety Association and Alberta Recreation Facility and Parks Association memberships.
- Start-up costs and annual ice maintenance fee.
- Lift inspection and permit.
- Zamboni parts and maintenance.
- Office equipment lease and supplies allocation.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #1: Economy

The Town of Bon Accord is committed to achieving steady growth through residential, commercial, and industrial development.



Economic Development



Economic Development 2025 budget highlights & priorities:

- Business Showcases to continue to market the Town and attract developers.
- Next steps for Economic Development Strategy.
- Colour changing cups.
- Branded apparel/items for purchase.
- Parade banners.
- Branded truck wrap.

Economic Development budget generally includes the following:

- Revenue, which includes the trade advertising opportunity with Mix 107.9.
- Staff training and conferences – increase knowledge and collaboration opportunities.
- Advertising.
- Chamber of Commerce awards.
- Postage and copies, office equipment leases and office supplies.
- 2nd step of Economic Development Strategy.
- Munisight Townfolio.
- Utilities - power and gas allocations.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Safety

Priority #2:
COMMUNITY

The residents of Bon Accord live in a safe, connected, and attractive community.



Safe Communities



Safe Communities 2025 budget highlights & priorities:

- Coffee with a Cop.
- Pop with a Cop.
- Positive Ticketing.
- Bike rodeo.
- Crime Prevention seminars.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Priority #3:
Infrastructure

The Town of Bon Accord is maintaining and improving all infrastructure in a fiscally responsible manner.



Planning



Planning 2025 budget highlights & priorities:

- Continue to utilize contracted planner services versus a full-time, salaried position for planning.
- Planning 101 course for staff.

Planning budget generally includes the following:

- Revenue includes fees for compliance certificates, business licenses, and development permits.
- Postage and copies, office equipment leases and office supplies.
- Utilities – power and gas.
- Website
- Capital Region Assessment Services – permits.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Values Statement of
SERVICE EXCELLENCE:
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our resources.



FCSS



FCSS 2025 budget highlights & priorities:

- Continue to offer programs and services following the FCSS objective of prevention.
- Mental Health First Aid Training for staff.
- Host quarterly informal events for older youth.

FCSS budget generally includes the following:

- Revenue includes program fees, FCSS grant, Canada Summer Jobs grant, goal of \$1,000 in sponsorship.
- Staff training and conferences – increase knowledge and collaboration opportunities.
- Postage and copies, office equipment leases and office supplies.
- Utilities allocation – cell phones, office phones, power, and gas.
- Program supplies including:
 - Youth Programming
 - Winter Wonder-Fest
 - Arts Night Out
 - Bon Accord Connects
 - Educational Sessions
 - Seniors Connect
 - Family Day
 - Parents Night Out
 - Easter Egg Hunt.
 - Babysitters & Home Alone courses.

2025 DRAFT Operating & Capital Budget

August 28, 2024

Committee of the Whole

STRATEGIC PLAN

Connection:

Values Statement of STEWARDSHIP: Administration and Council embody the responsible planning and management of our resources.



Recreation



Recreation 2025 budget highlights & priorities:

- Continue to grow Music in the Park and other programs within budget capacity.

Recreation budget generally includes the following:

- Revenue includes adult programming revenue, Music in the Park sponsorships, and Sturgeon Recreation Funding.
- Staff training and conferences – increase knowledge and collaboration opportunities.
- Postage and copies, office equipment leases and office supplies.
- Utilities – cell phones, office phones, power, and gas.
- Communities in Bloom registration and expenses.
- Alberta Recreation and Parks Association memberships.
- Music in the Park.
- Large Item Pick-up.
- Fireworks – Canada Day and Harvest Days.
- Canada Day pancake breakfast.
- Dark Sky event.
- Adult programming.
- Flowers and flag replacement.

2024 DRAFT Operating & Capital Budget

October 25, 2023

Committee of the Whole

STRATEGIC PLAN

Values Statement of STEWARDSHIP: Administration and Council embody the responsible planning and management of our resources.



Capital



The 2025 capital budget includes the following projects:

ROADS

- 49th Street Mill & Overlay \$404,400 (older estimate).
- Sidewalk replacement program \$20,000.
- Dark Sky Trail \$10,000.

BUILDINGS

- Administration window replacement 12,000.

FIRE

- Fire hydrant replacement \$25,000.

ARENA

- Floor scrubber \$6,000.
- Arena upgrades \$1,182,000.

2024 DRAFT Operating & Capital Budget

October 25, 2023

Committee of the Whole

STRATEGIC PLAN

Values Statement of
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Budget Questions



Questions for Council consideration relating to the budget:

1. What are Council's thoughts regarding service levels?
 - a. The 2025 budget is designed to maintain current service levels, such as road maintenance, snow/ice removal, tree maintenance, grass mowing, and additional administrative residential services.
 - b. If Council wants to increase or decrease service levels, this will impact the budget.
2. What are Council's thoughts regarding utilities?
 - a. In previous budget years, flow-through costs from the water and sewer commissions are charged back to residents. The 2025 budget is built to maintain this practice.
 - b. Recycling savings? – Council could consider maintaining the same waste collection rate and transferring these savings to reserves for infrastructure maintenance and improvement.
 - c. What are Council's thoughts regarding the capital rate rider increase of \$0.50 for water and \$0.50 for sewer?
3. What are Council's thoughts regarding a long-term strategy that includes tax planning?
 - a. As the Town utilizes reserves to improve critical aging infrastructure, rebuilding these reserves is vital.
 - b. Council could consider a tax planning strategy in which the tax increase covers the budget needs plus an additional percentage increase (e.g., 2%) to replenish reserves.
 - c. Tax planning strategies allow for responsible fiscal planning and resource management and can avoid a sudden high increase due to an emergent infrastructure situation.

5-Year Capital Plan 2025-2029

10-Year Capital Plan 2025-2034

Budget Year

| | Projected Cost | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 | 2031 | 2032 | 2033 | 2034 | 2035 |
|---|-------------------|---------------------|---------------------|---------------------|---------------------|-------------------|-------------------|---------------------|------------------|------------------|------------------|---------------------|------------------|------------------|
| <i>Medium Priority:</i> | 248,000 | | | | | | | | | | | | | |
| Lighting | 20,000 | | | | 20,000 | | | | | | | | | |
| Wiring - new ice plant | 20,000 | | | | 20,000 | | | | | | | | | |
| Emergency Lights | 8,000 | | | | 8,000 | | | | | | | | | |
| Wiring for mechanical equipment | 65,000 | | | | 65,000 | | | | | | | | | |
| CCTV System | 65,000 | | | | 65,000 | | | | | | | | | |
| Security Intrusion System | 35,000 | | | | 35,000 | | | | | | | | | |
| Arena Exhaust Fans and Louvre Actuators | 12,000 | | | | 12,000 | | | | | | | | | |
| Exhaust Fans - Main Locker Rooms/Washroom | 5,000 | | | | 5,000 | | | | | | | | | |
| Roof Access Hatch - light guage steel frame | 8,000 | | | | 8,000 | | | | | | | | | |
| Millwork - Concession Area | 10,000 | | | | 10,000 | | | | | | | | | |
| <i>Low Priority:</i> | 35,000 | | | | | | | | | | | | | |
| Plumbing Fixtures - Mezzanine | 25,000 | | | | | 25,000 | | | | | | | | |
| Corrugated Metal Sheating - Building | 10,000 | | | | | 10,000 | | | | | | | | |
| TOTALS | \$ 283,000 | \$ - | \$ - | \$ - | \$ 248,000 | \$ 35,000 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| TOTAL per year | | \$ 1,657,466 | \$ 1,569,951 | \$ 1,659,400 | \$ 2,657,500 | \$ 127,000 | \$ 137,500 | \$ 2,060,000 | \$ 27,500 | \$ 20,000 | \$ 27,500 | \$ 1,020,000 | \$ 20,000 | \$ 20,000 |

TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT

| | |
|------------------------|---|
| Meeting: | Committee of the Whole |
| Meeting Date: | August 28, 2024 |
| Presented by: | Jessica Caines, Legislative Services and Communications Coordinator |
| Title: | Community Grant Policy |
| Agenda Item No. | 6.1 |

BACKGROUND/PROPOSAL

The Community Grant Policy was first passed in 2014 with a revision in 2016. Administration recently conducted a review of this policy.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

After reviewing this policy, the following changes were made:

- Clarification of the application process and eligibility requirements;
- Clarification of funding categories (including FCSS);
- Addition of a scoring rubric and score sheet;
- Addition of timelines for approval, reapplication, payment, repayment, and reporting, as required;
- Updates to forms and final reports; and
- Clarification of responsibilities of applicants and the Town.

On the application form, FCSS Grant applicants will find a link to details about FCSS funding requirements as outlined by the Government of Alberta.

The proposed Community Grant Policy is enclosed for Council’s review.

STRATEGIC ALIGNMENT

Priority # 5: Collaboration

- The Town of Bon Accord has strong, sustainable relationships to enhance municipal programs and services.

COSTS/SOURCES OF FUNDING

Available grant funding is allocated annually by Council in the budget process.

TOWN OF BON ACCORD POLICY STATEMENT

SECTION: *Community Services*

POLICY NO.: 14.131

SUBJECT: Community Grant Program

RESPONSIBLE AUTHORITY: Community Services Department

REVIEWED & APPROVED BY COUNCIL:

March 15, 2016 Regular Meeting of Council Resolution #16-072

PURPOSE AND INTENT: The purpose of this policy is to establish guidelines and procedures for requests of financial support from community groups or agencies.

POLICY STATEMENT: The Town will provide financial support to various community groups or agencies who provide programs and services that benefit the Town of Bon Accord and its residents. The funding will be based on approved budget resources. It is expected that community groups or agencies will meet established criteria, provide supporting documentation, and show outcomes and results of the funding.

DEFINITIONS:

1. "Applicants" refers to not-for-profit community groups, teams, organizations and associations of Bon Accord supporting an eligible project that request support under the Community Donation and Sponsorship Policy. An applicant may also be not for profit from outside of Bon Accord, but is supporting an eligible project within Bon Accord.
2. "Grant" – is a financial assistance mechanism through which money and/or direct assistance is provided to carry out approved activities.
3. "Town Council" – means the duly elected officers of the Town of Bon Accord and the Chief Elected Officer or Mayor.
4. "Non-profit" – means an organization that uses the revenues to achieve the application goal and to not profit from or have excess revenues.
5. "Preventative Social Services" – means services that enhance the social well-being of individuals and families through promotion or intervention strategies provided at the earliest opportunity.

FUNDING CATEGORIES:

1. Community Grants
 - a. Arts/Culture – The application should strengthen and develop literary, visual, performing, heritage, and media arts. It should enhance access and annual participation in creative expression through initiatives that contribute to a vibrant cultural life.
 - b. Recreation/Sport Development – The application should enhance the development of initiatives that support healthy living through strategies, programs, and activities. The initiatives may assist with participation in events of local, provincial, national, and international significance.
 - c. Community Development – The application should support the development of community enhancement initiatives that will provide the maximum benefit to the residents in the Town of Bon Accord.
2. Family and Community Support Services Grants – Financially assist community non-profit, volunteer service agencies and organizations that support locally driven preventative social services that enhance the well-being of individuals, families and communities.

ELIGIBILITY:

The following applies to all funding categories:

- a) The applicant is a non-profit community group, team, organization or association that is located in the Town of Bon Accord.
- b) The applicant may be from outside of Bon Accord supporting a project occurring within the Town or benefitting our residents.
- c) Applicants must be in good standing with the Town of Bon Accord.
 - i. Applicants have completed required paperwork from past applications prior to a new application is considered eligible.
 - ii. Applicants having an outstanding balance with the Town of Bon Accord are considered ineligible.
- d) Joint applications are encouraged.

The following applies to Family and Community Support Services Grants:

- a) Any registered non-profit organization that provides services to Bon Accord residents that fall within the definition of preventative social services as outlined in the Provincial FCSS Act and Regulation.

RESPONSIBILITIES:

Town Council

- a) Approve by resolution this policy and any amendment.
- b) Consider the allocation of resources for successful implementation of this policy in the annual budget process.
- c)

Chief Administration Officer

- a) Implement this policy and approve procedures.
- b) Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.
- c) Establish format of application forms, minimum documentation required to be submitted by the applicant and application deadlines.

COMMUNITY GRANT

SECTION: Administration

DEPARTMENT: Community Services

COUNCIL APPROVAL DATE: May 20, 2014

LAST REVIEWED BY COUNCIL: [date]

POLICY STATEMENT

Community Grant funds will be allocated by Council, as approved in the annual budget. Administration will review and approve applications. The Town of Bon Accord is committed, where resources allow, to providing financial support to non-profit groups, associations or organizations that offer programs, services and events to enhance the cultural, social, and economic interests of the community.

PURPOSE

To establish fair and consistent guidelines for eligibility and approval of Applications for financial assistance from non-profit groups, associations, and organizations.

SCOPE

This policy will apply to Applications submitted to the Town during the eligible intake periods.

DEFINITIONS

“Application” means the Community Grant Application for financial assistance from the Town.

“Council” means the elected officials of the Town of Bon Accord.

“Town” means the Town of Bon Accord.

“Town Manager” means the Chief Administrative Officer of the Town of Bon Accord or designate.

I. COMMUNITY GRANTS FUNDING CATEGORIES

1. Arts and Culture Criteria

- a. Strengthen and develop literary, visual, performing, heritage and media arts.
- b. Enhance access and annual participation in creative expression through initiatives that contribute to a vibrant cultural life.

2. Recreation and Sports

- a. Bolster healthy living initiatives through development, strategies, programs, and activities.

3. Community Development (FCSS) & Capacity Building

- a. Support development of community enhancement initiatives that provide the highest level of benefit to Town residents. Please refer to section VIII.

II. ELIGIBILITY

1. To qualify for funding, the non-profit group, association, or organization must demonstrate in their application how the project, service, or initiative enhances or supports the cultural, social, or economic well-being for residents, as outlined in Section I.
2. Requests are limited to once per non-profit per calendar year.
3. Applications will be reviewed and awarded on a first come, first served basis.
4. Applications received after the program has closed will not be considered. Applicants may reapply the following year.
5. The program or service applied for must not be a duplication of an existing program or service.
6. Applications must be received in the prescribed form (Schedule "A").
7. Applicants must score a minimum of 13 points in accordance with the Community Grant Scoring Sheet (Schedule "B") for funding to be administered.

III. INELIGIBILITY

1. Applications for the following will not be approved:

- a. Individuals;
- b. For-profit businesses or organizations;
- c. Organizations or activities of a political nature;
- d. Organizations or activities of a religious nature (unless it is clearly demonstrated that the program is open to non-members, is not a religious program, and does not promote the religion);
- e. To support an operating budget deficit;
- f. Events that are organized in partnership with the Town; or
- g. Any activity deemed discriminatory, contrary to Town policies and values, or unlawful.

IV. APPLICANT RESPONSIBILITIES

1. Successful Applicants are required to acknowledge the Town of Bon Accord in promotional material. Please contact the Town for branding guidelines prior to advertisement.
2. Funding requests cannot exceed 50% of the overall project cost.
3. Funds must be utilized for the purpose proposed in the application. If funds are not used for the purpose proposed in the application, or not used at all, all grant monies received by the applicant must be immediately returned to the Town of Bon Accord.
4. If an approved project cannot be undertaken or completed, all grant monies received by the applicant must be immediately returned to the Town of Bon Accord.
5. Approved Community Grant projects must be completed within one (1) year of the date of approval (FCSS Grants: see section VIII).
6. If an approved project is delayed, a progress report must be submitted by December 31 of that year, accounting for funds spent and outlining the revised project plan.
7. Future funding will not be available to successful applicants who fail to complete

and submit a Final Report (Schedule “C”). Eligibility for future funding will resume only when the Final Report is submitted.

V. TOWN RESPONSIBILITIES

1. Each year, the Town will endeavor to allocate funds in the annual budget toward the Community Grant.
2. The Corporate Services Manager is the deciding authority for Applications, not exceeding the annual budget allocation.
3. The Town is committed to a transparent application review and approval process.

VI. GENERAL PROVISIONS

1. Applications will be notified in writing once a final decision has been made.
2. Appeals for declined Applications will be directed to the Town Manager.
3. If the Town Manager’s decision is appealed, the request will be directed to Council.
4. All decisions of Council are final; no appeals will take place.

VII. NO PRIVILEGES

1. Community Grant recipients will have no special influence on Town decisions.
2. The award of a Community Grant will not be regarded as a commitment for ongoing support.

VIII. FCSS GRANTS ONLY

1. Applicants applying for funding through Family and Community Support Services (FCSS) must meet all provincial requirements.
2. Successful FCSS Grant projects must be completed within the same calendar year in which they are applied for.
3. Data outcomes must be reported by February 1 of the following year.
4. Administration will provide the appropriate data collection survey.



ORGANIZATION

Organization Name: _____

Organization Address: _____

Contact Person: _____

Phone: _____ Email: _____

Select ONE item in the list below that best represents your organization:

- Ad hoc group of citizens
- Group of citizens who meet regularly
- Registered society
- Non-profit group
- Registered charity

If your group is registered, please provide:

Date of incorporation: _____

Incorporation #: _____

What is the date of your most recent annual return? (for Alberta Corporate Registry)

EVENT/PROJECT

Name of Event/Project: _____

Project Type:

- Event
- Project

Date of Event (if applicable): _____

Anticipated Event Attendance (if applicable): _____

Total amount requested: \$ _____

Funding Category:

- Community Grant
- FCSS Grant (see www.alberta.ca/family-and-community-support-services-fcss-program)



COMMUNITY GRANT APPLICATION

Has your organization received a Community Grant or other funding from the Town of Bon Accord in the last two (2) years?

Yes

No

If yes, complete the following:

Project Name

Funding Received

WRITE UP CRITERIA

Please complete the following (please attach another sheet).

1. Briefly describe the primary objectives of your organization.
2. Provide as much detail as possible to give a clear idea of what your event/project will include.
3. Are there any other Town of Bon Accord groups that will contribute to the event/project? If so, please give a brief overview of their contribution (financial or otherwise).
4. How will the grant funding be used?
5. Who will be served by your event/project? How many individuals will participate and directly benefit from your event/project?
6. Are there physical or financial barriers that would prevent anyone from participating in the event/project?
7. Is the event/project available to all Town of Bon Accord residents? Please provide details.
8. How many volunteer hours will be contributed **specifically** to this event/project?
9. The Town of Bon Accord tagline is "Building for Tomorrow". Organizations receiving grant funding must acknowledge receipt of the grant through project promotion and advertising and promote the Town's brand where possible. Describe how your organization and/or event/project plans to promote the Town of Bon Accord.

I certify that the information provided on this application is correct to the best of my knowledge.

Print name

Signature

Title

Date



Schedule "B"

COMMUNITY GRANT SCORING SHEET

Each category is assessed out of five (5) points. The application must receive a minimum of 13 points to be eligible to receive grant funding.

| | Points | Justification of points awarded |
|--|---------------|---------------------------------|
| Benefit to Citizens | /5 | |
| Impact of Event/Project | /5 | |
| % of Funds Matched | /5 _____ % | |
| Accessibility of Event/Project | /5 | |
| Organization's Community Impact | /5 | |
| Total | /25 | |

SCORING RUBRIC

| | 1/5 | 2/5 | 3/5 | 4/5 | 5/5 |
|--|--|---|--|--|--|
| Benefit to Citizens | Low to no benefit for citizens in Bon Accord. | Benefit to a niche area of the community in the non-vulnerable sector. | Benefits a niche area of the community in the vulnerable sector populations (children and seniors). | Benefits most citizens, including vulnerable sector populations (children and seniors). | Benefits all citizens in Bon Accord. |
| Impact of Event/Project | Low to no impact for citizens in Bon Accord. | Impacts a niche area of the community in the non-vulnerable sector. | Impacts a niche area of the community in the vulnerable sector populations (children and seniors). | Impacts most citizens, including vulnerable sector populations (children and seniors). | High impact for all citizens of Bon Accord. |
| % of Funds Matched | 0-20% | 21-40% | 41-50% | 51-80% | 81-100% |
| Accessibility of Event/Project | Not accessible | Marginally accessible | Moderately accessible | Good accessibility | Fully accessible |
| Organization's Community Impact | Organization is outside the community and has not supported the community in the past. | Organization supports a niche area of the community in the non-vulnerable sector. | Organization supports a niche area of the community in the vulnerable sector populations (children and seniors). | Organization supports most citizens, including vulnerable sector populations (children and seniors). | Local organization that supports all citizens. |



ORGANIZATION

Organization Name: _____

Organization Address: _____

Contact Person: _____

Phone: _____ Email: _____

EVENT/PROJECT

Name of Event/Project: _____

Grant Amount Received \$ _____

Amount Spent: \$ _____

Amount Remaining*: \$ _____

*Attach cheque made out to Town of Bon Accord for this amount.

WRITE UP CRITERIA

Please complete the following (please attach another sheet).

1. Were there any other Town of Bon Accord groups that contributed to the event/project? If so, how were they involved?
2. How many individuals participated and directly benefited from your event/project?
3. Who was served by your event or project?
4. How many volunteer hours were contributed **specifically** for this event/project?
5. How was the event/project promoted? Was the promotion successful? Please provide a brief explanation.
6. Was the event/project successful? What went well? Is there anything you would do differently?
7. Do you plan on hosting this event/project again? Why or why not?
8. What value did your event/project bring to the community?

I certify that the information provided in this report is correct to the best of my knowledge.

Print name

Signature

Title

Date

**TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT**

| | |
|------------------------|--------------------------|
| Meeting: | Committee of the Whole |
| Meeting Date: | August 28, 2024 |
| Presented by: | Jodi Brown, Town Manager |
| Title: | Complaint Policy |
| Agenda Item No. | 6.2 |

BACKGROUND/PROPOSAL

At the April 2, 2024 RMC, Council adopted the Bylaw Enforcement Policy which sets service levels for enforcement of the Town’s bylaws. These enforcement services are primarily complaint-based and handled by the Town’s contracted Sturgeon County Enforcement Services at 7 hours per week.

For complaints that are not bylaw-related, a separate Complaint Policy has been created. These complaints will be handled by Town staff.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

The proposed Complaint Policy is enclosed for Council review.

STRATEGIC ALIGNMENT

Priority # 2: Community

- The residents of Bon Accord live in a safe, connected, and attractive community.

COSTS/SOURCES OF FUNDING

Annual budget.

**TOWN OF BON ACCORD
POLICY STATEMENT**

SECTION: Administration

POLICY NO.: 18-174

SUBJECT: WRITTEN AND VERBAL COMPLAINTS

RESPONSIBLE AUTHORITY: Administration Department

REVIEWED & APPROVED BY COUNCIL: July 3, 2018 Resolution #18-174

PURPOSE AND INTENT: The purpose of this policy is to improve the delivery and quality of service, ensuring resident complaints are reviewed, investigated, tracked and resolved to the best extent possible.

POLICY STATEMENT: To ensure prompt and excellent customer service to the residents of Bon Accord, the Town of Bon Accord Complaint form, written and verbal complaints shall:

1. Accurately document all pertinent details on complaint form of the resident complaint.
2. Accurately document all actions taken by Administration, Department or person assigned to handling the complaint file.
3. Resolve situation to the best extent possible.

COMPLAINTS

SECTION: Administration

DEPARTMENT: Administration / Public Works / Finance / Community Services /
Economic Development and Planning

COUNCIL APPROVAL DATE: July 3, 2018

LAST REVIEWED BY COUNCIL: [date]

POLICY STATEMENT

Administration and Council strive for the highest standard of service delivery and governance. This policy will ensure that the Town of Bon Accord will keep Complaints confidential and provide prompt customer service when dealing with Complaints.

PURPOSE

The purpose of this policy is to provide a consistent and uniform process to respond to program and service delivery concerns raised by members of the public. The policy will assist the Town in continuing to provide excellent service to the public and will contribute to the continuous improvement of operations. The policy establishes guidelines and standards for the efficient handling and resolution of Complaints made toward the Town in order to address concerns raised and improve services.

SCOPE

This policy addresses Informal and Formal Complaints.

DEFINITIONS

“Complainant” means the person who makes a Complaint.

“Complaint” means an expression of dissatisfaction related to a municipal program, service, facility or staff member.

“Council” means the elected officials of the Town of Bon Accord.

“Town Manager” means the Chief Administrative Officer as appointed by Council, or delegate.

“Department” means the person(s) responsible for handling the Complaint.

“Town” means the Town of Bon Accord.

“Urgent Contravention” means a serious Complaint that in the opinion of the Town warrants an immediate remedy.

I. TYPES OF COMPLAINTS

1. Informal Complaints

Individuals are encouraged to work with municipal staff to resolve issues or concerns before they become Formal Complaints. Informal Complaints may be made in person, by phone, letter, or email. It is the responsibility of Town staff to attempt to resolve issues or concerns before they become Formal Complaints and identify opportunities to improve programs and services.

2. Formal Complaints

A Formal Complaint is generated when an Informal resolution cannot be successfully achieved. This will result in a file generated, investigation, and decision.

This policy does **not** address the following:

- a. Bylaw Complaints (see Bylaw Enforcement Policy and refer matters to Sturgeon County Bylaw Services)
- b. Inquiries;
- c. Requests for service;
- d. Feedback;
- e. Compliments;
- f. Requests for accommodation;
- g. Criticisms or anonymous Complaints;

- h. Issues addressed by legislation, or an existing municipal bylaw, policy or procedure;
- i. A decision by Council or a Board/Committee;
- j. Internal employee Complaints; or
- k. Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

II. COMPLAINT RESOLUTION PROCESS

1. All Complaints are to be reported by the Complainant to the Town Office, preferably in writing using official Complaint forms provided by the Town. Complaints can also be emailed or called in by phone. All Complaints should include:
 - 1.1. The Complainant's name, address and telephone number and other relevant contact information.
 - 1.2. A description of the nature and location of the Complaint; and
 - 1.3. Any attempts made to resolve the problem.
2. Anonymous Complaints will generally not be investigated unless the Town determines that the Complaint constitutes an Urgent Contravention.
3. Complaints about staff must be reported directly to the Town Manager or designate and will be addressed confidentially in accordance with the Employment Policy.

III. DEPARTMENT RESPONSIBILITIES

1. Each department that receives a Formal Complaint is responsible for ensuring the Complaint is forwarded to the appropriate staff person and filed in the appropriate location.
2. Complaints shall be acted upon in a reasonable time. Turnaround time for emails, phone calls and written enquires is dependent on the nature of Complaint and investigation requirements.

Complaints that may require Council's consultation or recommendation will be forwarded to the Town Manager to review the matter and if necessary make a recommendation to Council.

IV. COMPLAINANT RESPONSIBILITIES

1. Complainants who wish to submit a Formal Complaint are responsible for
 - a. Completing the prescribed Complaint Form in its entirety (anonymous complaints will not be addressed except where concerns health and safety),
 - b. Communicating any new developments relating to the Complaint to the Town, and
Cooperating with Town staff to resolve the Complaint where necessary (i.e.: returning calls).

V. MANAGING UNREASONABLE CONDUCT

1. Complainants who exhibit the following unreasonable and inappropriate behaviour may be subject to restricted communications:
 - a. Unreasonable persistence,
 - b. Unreasonable demands,
 - c. Lack of cooperation,
 - d. Unreasonable arguments, and/or
 - e. Threatening behaviour.
2. The Town reserves the right to restrict communications for a specified period of time. The Town may implement any of following restrictions:
 - a. *Who* the Complainant may contact at the Town
 - b. *When* they can have contact
 - c. *Frequency* of contact
 - d. *How* they can make contact
 - e. *What* subject matter will be responded to.
3. A Complainant who is subject to restricted communications will be notified in writing. This notification will include:

- a. Why the Complainant is being restricted
 - b. What restrictions will be implemented and what communication channels remain available
 - c. How long the restrictions are in effect and when they will be reviewed
 - d. How the restrictions conform to policy
 - e. Who they may contact for clarification or questions about the restrictions;
and
 - f. How the restrictions may be appealed (if appropriate).
4. A Complainant with restricted communication will be notified if the restrictions change or are renewed.
 5. Restrictions will consider organizational impact and be applied proportionately to the Complainant's behaviour.
 6. No Complainant will be unreasonably deprived of the ability to raise concern or access public services.

VI. REPEAT COMPLAINTS

1. The Town has limited resources to investigate Complaints. When a single resident uses a disproportionate amount of the Town's resources making frivolous, repeated or unfounded Complaints, the Town may restrict that person from making further Complaints on the same or related matters. A decision to restrict an individual from making Complaints:
 - 1.1. May only be made by the Town Manager.
 - 1.2. Must be clearly communicated to the person in writing outlining the nature of the restrictions, reasons for the restrictions, and when the restrictions will be reconsidered; and
 - 1.3. Any restrictions imposed must not prevent or limit the person from other necessary contact with staff that is unrelated to the person's Complaints.

VII. STAFF SAFETY

The safety of staff and/or agents of the Town are of the utmost importance. If staff are verbally or physically threatened or assaulted while administrating Complaints, then no further investigation action will be carried out until there are appropriate safety measures in place to protect the Town's representative, including having the support of a Peace Officer or other protective service including the RCMP.

VIII. CONFIDENTIALITY

1. Confidentiality is important to ensure Complainants are not exposed to retaliation as a result of the Complaint. The identity of the Complainant(s) and the written Complaint itself shall not be disclosed to the alleged violator or any member of the public. The response of the alleged violator shall not be disclosed to the Complainant(s).
2. The anonymity and confidentiality as outlined this policy is not absolute and information about the Complaint, including personal information, may be disclosed in the following circumstances:
 - 2.1. The investigation results in court proceedings;
 - 2.2. The information is subject to a request under the Freedom of Information and Protection of Privacy Act or other access to information legislation or pursuant to an order issued by the Information and Privacy Commissioner under the Freedom of Information and Protection of Privacy Act;
 - 2.3. Procedural fairness requires the disclosure of the information; or
 - 2.4. The Town is required by statute or common law to release the information.
3. Individuals can request the disclosure of personal information about themselves related to Complaints under the Freedom of Information and Protection of Privacy Act.

IX. ALBERTA OMBUDSMAN

The Alberta Ombudsman works to ensure fair treatment through independent investigations, recommendations, and education for Albertans and is available to listen to Complaints and investigate decisions made by organizations and authorities identified in the *Ombudsman Act*, such as the Town.

Please visit the Alberta Ombudsman website for more information on:

- How to submit a Complaint
- Investigation process
- Procedures after investigation
- Results of investigations

REFERENCES:

Enforcement Policy

Alberta Ombudsman Act and Website

TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT

| | |
|------------------------|---|
| Meeting: | Committee of the Whole |
| Meeting Date: | August 28, 2024 |
| Presented by: | Jessica Caines, Legislative Services and Communications Coordinator |
| Title: | Town Facilities Security Policy |
| Agenda Item No. | 6.3 |

BACKGROUND/PROPOSAL

Over the last few years, the Public Works yard, Town office building, and most recently, the Arena have been updated with video surveillance and alarm systems. As such, administration has reviewed the existing Alarm System Policy.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

To adequately support the security of Town facilities, the new policy covers alarm systems, but also:

- Keys and fobs
- False alarms
- Alarm system codes
- Responsibilities for
 - the Town Manager,
 - Managers, and
 - Designated Users, defined as: *“any individual who is authorized to use an alarm code to access Town Facilities, including, but not limited to Town employees, Council members, Bon Accord Public Library employees, Sturgeon County Fire Services employees, and those who have entered into facility rental contracts with the Town.”*
- Tampering with and maintenance of the alarm system.

These additional policy provisions will assist in maintaining the security of Town facilities by outlining the responsibilities required by those who have access. Therefore, the new name “Town Facilities Security Policy” has been proposed.

The proposed Town Facilities Security Policy is enclosed for Council’s review.

STRATEGIC ALIGNMENT

Priority # 3: Infrastructure

- The Town of Bon Accord is maintaining and improving all infrastructure in a fiscally responsible manner.

Value Statement: Professionalism

- Administration and Council manage the affairs of Bon Accord in a competent, reliable manner, to maintain a safe and prosperous community to work and live

COSTS/SOURCES OF FUNDING

N/A

**TOWN OF BON ACCORD
POLICY STATEMENT**

SECTION: ADMINISTRATION

POLICY NO.: 15.32

SUBJECT: ALARM SYSTEM POLICY

RESPONSIBLE AUTHORITY: Public Works Department - Manager

REVIEWED & APPROVED BY COUNCIL: February 3, 2015

PURPOSE AND INTENT:

To facilitate a procedure in the event the alarm system is set off for all Code Holders (including but not limited to, staff, renters, library, preschool and fire department).

POLICY STATEMENT:

All Code Holders shall contact the alarm company and/or Public Works Manager if setting off the alarm system.

DEFINITIONS:

1. **"Alarm Company"** meaning PWR Services LTD.
2. **"Code"** meaning the four digit number assigned by the Alarm Company.
3. **"Code Holder"** meaning any persons who has been issued an approved security code for the alarm system.
4. **"Fire Department"** meaning any volunteer, or full time Firefighter of the Bon Accord District Fire Department.
5. **"Library"** meaning any volunteer or full time employee of the Bon Accord Public Library.
6. **"Preschool"** meaning any volunteer or full time employee of the Bon Accord Preschool Association.
7. **"Staff"** meaning any persons employed by the Town of Bon Accord.
8. **"Town"** meaning the Town of Bon Accord, Alberta.

GUIDELINES:

1. Code Holder's are not to share their code with any persons.
2. Code Holder's should refrain from writing down their code. If a Code Holder feels it is necessary to write down his/her code, he/she must ensure that it is written in a safe and secure location where no other person may find the code.

PROCEDURE:

1. In the event of a Code Holder setting off a false alarm, the Code Holder will:
 - a. Contact the Alarm Company at the phone number located by the Alarm Pin Pad, identify themselves and advise of the False alarm. The Code Holder will then provide the security code, if known. Or, alternatively;
 - b. If the Code Holder that sets off the alarm does not have the security code, they will contact the Public Works Supervisor at the phone number located by the Alarm Pin Pad, identify themselves and advise of false alarm.
2. If a Code Holder activates a false alarm and does not follow procedure 1.a) or 1.b) of this policy, the Town may be charge a minimum of 3 hours of on-call labour and any additional services required by the false alarm (i.e., RCMP, ambulance, etc.) to the party responsible for the false alarm.

TOWN FACILITIES SECURITY

SECTION: Administration / Council

DEPARTMENT: Administration / Public Works / Finance / Community Services

COUNCIL APPROVAL DATE: [DATE]

LAST REVIEWED BY COUNCIL: [DATE]

POLICY STATEMENT

Town Facilities are equipped with Alarm Systems, a fob and/or key(s) to protect Town property and ensure the safety of Town employees, volunteers, and visitors. Alarm Systems are monitored 24 hours a day and are a direct line to emergency services if required. Misuse of Town Facilities Alarm Systems and disregard for False Alarms, and/or loss of a fob and/or key(s) may result in fees for cost recovery and/or disciplinary action.

PURPOSE

To outline the details related to the use and administration of the Alarm System, a Town Facilities fob, and/or key(s) by Designated Users.

SCOPE

This policy applies to Designated Users who use Alarm Systems, a fob and/or key(s) at Town Facilities.

DEFINITIONS

“Alarm System” means the integration of stationary detection sensors and/or a mobile, wireless panic button with control and notification components which report to and are monitored by a central station system.

“Council” means the elected officials of the Town of Bon Accord.

“Designated User” means any individual who is authorized to use an alarm code to

access Town Facilities, including, but not limited to Town employees, Council members, Bon Accord Public Library employees, Sturgeon County Fire Services employees, and those who have entered into facility rental contracts with the Town.

“False Alarm” means an alarm which is accidentally activated by a Designated User.

“Town” means the Town of Bon Accord.

“Town Facilities” means the Town of Bon Accord office building (including the library and fire hall), arena, and Public Works yard and buildings therein.

“Town Manager” means the Chief Administrative Officer of the Town of Bon Accord or designate.

I. DESCRIPTION OF SYSTEMS

Two (2) types of Alarm Systems are utilized by the Town of Bon Accord.

1. **Panic Pendant:** Town Employees will have access to a wireless panic pendant. The pendant will be used in accordance with the Town’s **Working Alone Procedure**.
2. **Town Facility Alarm Systems:** Stationary alarm systems are installed at Town Facilities and may be armed or disarmed by Designated Users.

II. PRIVILEGES

1. A Designated User who is given Alarm System privileges will be provided with one (1) of the following for **EACH** Town Facility the Designated User is privileged to access:
 - 1.1. One (1) key, one (1) fob, and one (1) Alarm System code, or
 - 1.2. One (1) key and one (1) Alarm System code, or
 - 1.3. One (1) Alarm System code.

2. Should a Designated User lose or misplace any or all items outlined above, rekeying may be required to ensure the security of Town property. If rekeying is completed, the following will apply:
 - 2.1. Designated Users who are not Town employees may, at the discretion of the Town, be responsible for rekeying costs, plus a 25% administration fee, payable to the Town of Bon Accord.
 - 2.2. Designated Users who are Town employees may be subject to disciplinary measures, including, but not limited to revocation of Alarm System privileges.
3. Designated Users with rental privileges may have such privileges revoked after:
 - 3.1. Two (2) rekeyings or
 - 3.2. Three (3) or more False Alarms that are not reported to on-call staff.

III. RESPONSIBILITIES

4. The **Town Manager** will:
 - 4.1. Delegate authority to manage the Alarm System.
 - 4.2. Approve Designated Users.
 - 4.3. Revoke or reinstate Designated User privileges.
 - 4.4. Approve any Town employee disciplinary action or non-employee costs related to rekeying and/or False Alarms.
 - 4.5. Ensure this policy is reviewed at least once every two (2) years.
5. **Managers:**
 - 5.1. Must request a new code and/or key(s) for new employees.
 - 5.2. Must request the deletion of codes and/or return of key(s) for employees who are vacating their position and/or the revocation of Alarm System privileges as directed by the Town Manager.
6. **Designated Users:**
 - 6.1. Must ensure Alarm System codes remain secret.
 - 6.2. Must, at all times, maintain the security of the fob and/or key(s), as applicable.

- 6.3. Must request an Alarm System code reset if someone else is suspected of knowing their secret code.
- 6.4. Must report any suspected Alarm System code breaches and/or stolen key(s) and/or fob to the Town Manager and, if applicable, the RCMP.
- 6.5. Must notify the Town immediately if the Designated User becomes aware of a matter requiring immediate attention, including but not limited to, the smell of gas, frozen pipes, flooding, fire, etc., by calling the public works on-call number at 780-975-0770.
- 6.6. Must maintain the security of Town property by ensuring appropriate doors are locked and the Alarm System is armed when vacating a Town Facility.
- 6.7. Are responsible for reviewing and complying with this policy.

7. Town Facility Rentals

- 7.1. If Town staff are not present during a rental, Designated Users for rentals will receive a key and an alarm code, if applicable.

IV. FALSE ALARMS

1. If a Designated User sets off a False Alarm and does not follow the steps outlined below, the Town may, at its discretion, charge a fee to the party responsible or enact disciplinary action.
2. If a Designated User sets off a False Alarm, the Designated User will:
 - 2.1. Attempt to cease the False Alarm by 1) using their Alarm System code OR 2) by using the Alarm.com app on their mobile device (select Designated Users only).
 - 2.2. Contact the public works on-call phone number at 780-975-0770 to advise them of the False Alarm.
 - 2.3. Contact the Alarm System company to advise them of the False Alarm.
Designated Users may be required to answer a security question.

V. ALARM SYSTEM MAINTENANCE

1. All Alarm System troubleshooting must be done by verified Alarm System

employees.

2. Alarm System damages made to any area of the Alarm System by unauthorized individuals may be charged to the Designated User at the Town's discretion.
3. At least one (1) Town employee will have access to the Alarm System online portal to make administrative changes, as needed.
4. No Designated User may attempt to alter or access the Alarm System at any time without permission from the Town Manager with the exception of on-call staff.

VI. VIDEO SURVEILLANCE

1. Any video images captured for the security of Town Facilities as part of the Alarm System functionality will be used in accordance with the **Video Surveillance in Town Facilities Policy**.

REFERENCES

Video Surveillance in Town Facilities Policy
Working Alone Procedure

TOWN OF BON ACCORD
COMMITTEE OF THE WHOLE REPORT

| | |
|------------------------|--|
| Meeting: | Committee of the Whole |
| Meeting Date: | August 28, 2024 |
| Presented by: | Jodi Brown, Town Manager |
| Title: | Fees and Charges Bylaw Amendments |
| Agenda Item No. | 6.4 |

BACKGROUND/PROPOSAL

During the May 07th, 2024 Regular Meeting of Council, the following resolution was passed:

Council directs administration to bring forward a proposed amendment to the Fees and Charges Bylaw at an upcoming Council meeting to permit the Town Manager the discretion to waive fees of up to \$500. Resolution #24-197

Additionally, it is a good practice to review the Fees and Charges Bylaw annually to ensure that cost recovery on services provided is current as approved by Council.

Therefore, administration did review the bylaw, and some additional proposed revisions are included in the proposed draft bylaw for Council review.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Administration is proposing that Council repeal 2023-06 Fees and Charges Bylaw and replace this bylaw with a new Fees and Charges Bylaw 2024-11, as enclosed.

This process avoids the need for an amending bylaw and instead creates a new updated bylaw.

STRATEGIC ALIGNMENT

Value Statement: Stewardship

Administration and Council embody the responsible planning and management of our resources.

COSTS/SOURCES OF FUNDING

Fees and Charges offset the cost-of-service delivery and impact the annual operating budget.

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

A BYLAW OF THE TOWN OF BON ACCORD, IN THE PROVINCE OF ALBERTA TO ESTABLISH RATES, FEES, AND CHARGES FOR SERVICES PROVIDED BY THE MUNICIPALITY.

WHEREAS the Municipal Government Act, RSA 2000, c. M-26, as amended from time to time, authorizes Bon Accord Town Council to establish and adopt bylaws for municipal purposes respecting services provided by or on behalf of a municipality and the establishment of fees for license permits and approvals.

AND WHEREAS, the Safety Codes Act, R.S.A. 2000, Chapter S-1, as amended or repealed and replaced from time, authorizes an accredited municipality to make bylaws respecting fees for anything issued or any material or service provided pursuant to the Safety Codes Act;

NOW THEREFORE, pursuant to the provisions of the Municipal Government Act, the Council of the Town of Bon Accord, duly assembled, enacts as follows:

1. TITLE

1.1. This Bylaw may be referred to as the "Fees and Charges Bylaw" of the Town of Bon Accord.

2. DEFINITIONS

2.1. The following terms shall have the following meanings in this Bylaw:

a. "Bylaw" means this Fees and Charges Bylaw established by the municipality.

b. "Council" means the municipal Council for the Town of Bon Accord.

c. "Town" means the municipal corporation of the Town of Bon Accord.

e-d. "Town Manager" means the Chief Administrative Officer of the Town of Bon Accord or designate.

3. APPLICATIONS

3.1. The fees and charges shall be as detailed in the following Schedules, which are attached to and form part of this Bylaw:

a. Schedule "A" Administration

b. Schedule "B" Taxation & Assessment

c. Schedule "C" Public Works

d. Schedule "D" Planning & Development

e. Schedule "E" Commercial Electronic Sign

f. Schedule "F" Community Event Sign

g. Schedule "G" Safety Codes Permits

h. Schedule "H" Facility Rentals

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

- 3.2. In the event of a conflict between a Fee set out in this Bylaw and the amount of a fee, rate or charge in an applicable bylaw, the Fee set out in this Bylaw prevails.
- 3.3. Despite Section 3.2, in the event a fee, rate or charge referenced in another Municipal bylaw has not been included in this Bylaw, the Municipality may continue to levy a fee, rate or charge that is prescribed in that bylaw.
- 3.4. In the event that the Government of Alberta establishes a fee, rate or charge for a matter otherwise governed by this Bylaw, the provincial fee, rate or charge shall prevail.
- 3.5. Safety Code Permit fees shall be prescribed by the Inspections Group Service Agreement.
- 3.6. Method of payment for fees, rates, and charges are at the discretion of the Town.

4. SUBDIVISION AND DEVELOPMENT APPEAL BOARD REMUNERATION

- 4.1. Members-at-large remuneration for Subdivision and Development Appeal Board hearings shall be in accordance with this bylaw.
- 4.2. Any travel to and from the hearing for members-at-large will be compensated in accordance with Town mileage rates at the time of the hearing.
- 4.3. Council remuneration for Subdivision and Development Appeal Board hearings shall be in accordance with the Council Remuneration Policy.

5. SEVERABILITY

- 5.1. It is the intention of Council that each separate provision of this Bylaw shall be deemed independent of all other provisions, and it is further the intention of Council that if any provision of this Bylaw be declared invalid, that provision shall be deemed to be severed and all other provisions of the Bylaw shall remain in force and effect.

6. Bylaw 2023-06 is hereby repealed.

This Bylaw shall come into force and effect on third and final reading.

READ A FIRST TIME THIS _____ day of _____ 2024.

READ A SECOND TIME THIS _____ day of _____ 2024.

READ A THIRD TIME THIS _____ day of _____ 2024.

SIGNED AND PASSED THIS _____ day of _____ 2024.

Mayor Brian Holden

Chief Administrative Officer Jodi Brown

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

Schedule “A”: Administration

All prices include GST unless otherwise stated.

| PHOTOCOPYING | |
|--|---|
| <p>The Town of Bon Accord will provide free use of photocopying facilities to Bon Accord non-profit organizations up to a maximum of 500 black and white and/or color copies annually (per calendar year). A record will be kept, and the organization representative will initial to confirm receipt of these copies.</p> <p>Free use will also be provided for mandated FCSS courses, <u>and</u> training programs, <u>and FCSS support clients</u> as approved by the Corporate Services Manager or designate. An ongoing record will be kept so the related costs can be charged back to the department at year end.</p> <p>Charges for photocopying services for the general public and for non-profit organizations that exceed their annual limit will be as follows:</p> | |
| <u>Copies (colour, black & white; up to 10 pages)</u> | <u>\$2.00</u> |
| <u>Copies – Non-profit (colour, black & white; up to 10 pages)</u> | <u>\$1.00</u> |
| <u>Copies (colour, black & white; 11+ pages)</u> | <u>\$3.00</u> |
| <u>Copies – Non-profit (colour, black & white; 11+ pages)</u> | <u>\$2.00</u> |
| <u>Black & white (non-profit) – Letter or Legal</u> | <u>\$0.10/page</u> |
| <u>Black & white (general public) – Letter or Legal</u> | <u>\$0.30/page</u> |
| <u>Colour (non-profit) – Letter or Legal</u> | <u>\$0.25/page</u> |
| <u>Colour (general public) – Letter or Legal</u> | <u>\$0.50/page</u> |
| FAXING | |
| <p>Faxing services will be free for mandated FCSS courses, <u>and</u> training programs, <u>and FCSS support clients</u> as approved by the Corporate Services Manager or designate. A record will be kept of the number of faxes so that the FCSS department can be charged back at year end.</p> | |
| <u>Faxing (up to 10 pages)</u> | <u>\$2.00</u> |
| <u>Faxing – Non-profit (up to 10 pages)</u> | <u>\$1.00</u> |
| <u>Faxing (11+ pages)</u> | <u>\$3.00</u> |
| <u>Faxing – Non-profit (11+ pages)</u> | <u>\$2.00</u> |
| <u>Local Fax (non-profit)</u> | <u>\$0.60/page</u> |
| <u>Local Fax (general public)</u> | <u>\$1.00/page</u> |
| <u>Long Distance Fax (non-profit)</u> | <u>\$1.10/page</u> |
| <u>Long Distance Fax (general public)</u> | <u>\$2.00/page</u> |
| <u>Receiving a Fax</u> | <u>\$1.00/page</u> |
| SCANNING | |
| <u>Scan to email</u> | <u>\$0.50/page</u> |
| LAMINATING | |
| <u>Letter or smaller</u> | <u>\$2.00/page</u> |
| <u>Legal</u> | <u>\$2.50/page</u> |
| DOCUMENT COPY FEES | |
| <u>Land Use Bylaw</u> | <u>\$40.00/copy</u> |
| <u>Municipal Development Plan</u> | <u>\$50.00/copy</u> |
| <u>Area Structure Plan</u> | <u>\$40.00/copy</u> |
| <u>Master Servicing Plan</u> | <u>\$250.00/copy</u> |
| <u>Note: All the above documents are available free of charge on our website</u> | |
| MISCELLANEOUS | |
| <u>Penalty on Accounts Receivable</u> | <u>2% per month (net 30 days)</u> |
| <u>Landfill Permit Replacement</u> | <u>\$25 each</u> |
| <u>Processing returned EFT/Returned Cheques</u> | <u>\$25.00/transaction (GST exempt)</u> |

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

| | |
|---|--|
| <u>Fund Transfer (e.g. Utility Account to Tax Roll)</u> | <u>\$25.00 each (transfer amount minimum \$35)</u> |
|---|--|

Schedule "B" Taxation & Assessment
 GST to be added on all items unless otherwise stated.

| TAXATION | |
|---|--|
| Tax Certificate | \$35.00/property/certificate (GST exempt) |
| Verbal Tax Search | \$15.00/property (GST exempt) |
| Inspection of the Tax Roll | \$35 |
| TAX RECOVERY NOTIFICATION | |
| Registration of Tax Notification | \$100/title/occurrence* |
| Public Auction | \$50.00 (GST exempt) + advertising costs** |
| *All costs for tax recovery notifications will be automatically applied to the tax roll. **Advertising costs are subject to GST. | |
| ASSESSMENT INFORMATION | |
| Assessment Complaint Fee | \$100.00/per property |

Schedule "C" Public Works
 GST to be added on all items.

| PUBLIC WORKS RATES | |
|----------------------------|--|
| Public Works labour charge | \$65.00 if required during regular business hours \$100.00 if required outside of regular business hours Per hour plus any additional costs that may be incurred in attending to non-emergent issues |

Schedule "D" Planning and Development

Costs are GST exempt. Third party costs such as engineering or legal incurred by the Town will be passed on. No review processes or considerations will commence until all applicable fees are paid in full. Fees up to \$500 may be waived at the discretion of the Town Manager.

| RESIDENTIAL DEVELOPMENT | |
|----------------------------------|-------------------------------------|
| Single Family | \$110.00 <u>\$250.00</u> |
| Multi Family | \$150.00 plus \$50.00 per unit |
| Laying Hens and Urban Beekeeping | \$35.00 |
| ACCESSORY DEVELOPMENT | |
| Deck/Fence | \$55 <u>\$75.00</u> |

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

| | |
|---|--|
| Garage | \$82.50 <u>150.00</u> |
| Basement Development | \$93.50 |
| Discretionary Uses | \$150.00 plus regular permit fees |
| Signage | \$110.00 |
| Residential/Home Based Business | \$150.00 |
| Demolition | \$150.00 |
| Compliance Certificate | \$110.00 |
| “RUSH” Compliance Certificate (within less than 48 hours <u>3 business days</u>) | \$165.00 |
| Variance Fee | \$250.00 plus regular permit fees |
| COMMERCIAL DEVELOPMENT | |
| Permitted Use | \$220.00 <u>200.00</u> |
| Discretionary Use | \$200.00 plus regular permit fees <u>450.00</u> |
| Accessory Development/Buildings | \$100.00 <u>150.00</u> |
| Temporary Development/Structure | \$100.00 |
| Demolition | \$150.00 |
| Not for Profit and School Development Permit | 50% off regular development permit fee |
| Signage | \$200.00 (includes 3 signs) plus \$50 for additional |
| Compliance Certificate | \$110.00 |
| “RUSH” Compliance Certificate (less than 48 hours <u>within 3 business days</u>) | \$165.00 |
| Variance Fee | \$250.00 plus regular permit fees |
| OTHER FEES | |
| Water during construction | \$0.11 per square foot of building size (one time charge) |
| Public Property Damage Deposit (New Residential, Commercial, Industrial, and Institutional) | \$440.00 (\$350 refundable provided no damage observed upon inspection. Any damage repaired by the town shall be taken from this deposit and any balance is to be refunded. Any charge above \$350 to be added to the tax roll.) |
| Landscape Deposit (Residential, Commercial, and Industrial) | 100% of estimated landscaping costs with deposit to be fully refundable if landscaping conforms to approved landscaping plan and meets the satisfaction of the development officer. |
| Land Use Bylaw (LUB) Amendment | \$1100.00 plus advertising costs |
| Area Structure Plan (ASP) Amendment | \$1100.00 plus advertising costs |
| Electric Vehicle Level 3 Charger Fee | \$0.45/kWh |
| SUBDIVISION AND DEVELOPMENT APPEAL FEES | |
| Subdivision and Development Appeal Fee | \$330.00/appeal Clerk services – per hour cost to the municipality of the staff member |
| Intermunicipal Subdivision and Development Appeal Board Member-at-Large Remuneration | \$220.00/day for a meeting over 4 hours in duration \$110.00/day for a meeting 4 hours or less in duration |

GST to be added on the following items.

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW

| SUBDIVISION FEES | |
|---|--|
| Subdivision | \$750.00 + 350.00 per lot (Lot Fee) + \$200 per lot (Endorsement Fee) |
| Recirculation | \$250.00 |
| Extension | \$350.00 |
| Title Search | \$15.00 |
| BUSINESS LICENSE FEES | |
| Storefront | \$50.00 |
| Home Occupation | \$35.00 |
| Non-Resident Business | \$150.00 |
| Non-Resident Contractor | \$300.00 |
| Resident Contractor | \$150.00 |
| Hawker & Peddlers | \$75.00/week \$50.00/day |
| Student | \$0.00 with 1 free revision per year, each revision thereafter \$5.00. |
| *The fee payable for a business license issued after the 30 th day of September in any year shall be one-half of the fee listed above. | |

Schedule “E” Commercial Electronic Sign

GST to be added on all items. These fees are in accordance with the Town’s Business License Bylaw.

| COMMERCIAL ELECTRONIC SIGN FEES | |
|---|---------------------------------|
| Bon Accord business license holder (local or non-local) | Free 2 weeks per month per year |
| Local business with valid Bon Accord business license | \$50 per week |
| Non-local business with valid Bon Accord business license | \$75 per week |
| Changes to text or graphics after annual renewal or new license issued (local or non-local) | \$50 per change |

Schedule "F" Community Event Sign

GST to be added on all items. These fees are in accordance with the Town’s Community Event Sign Policy.

| COMMUNITY SIGN RENTAL FEES | |
|--|---------------|
| Personal messages (birthdays, anniversaries, etc.) | \$10 per week |
| Local* non-profits | Free |
| Non-local non-profits | \$10 per week |
| Local business | \$10 per week |
| Non-local** business | \$20 per week |

* Bon Accord and surrounding Sturgeon County

** Outside Bon Accord and surrounding Sturgeon County

Schedule “G” Safety Codes Permits

GST to be added on all items.

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW



TOWN OF BON ACCORD

PO Box 779
 BON ACCORD, AB T0A 0K0
 Phone: (780) 921-3550
 Fax: (780) 921-3585
 www.bonaccord.ca



BUILDING PERMIT FEE SCHEDULE

RESIDENTIAL/DWELLING UNITS/FARM

| | |
|--|---|
| New Construction - Building Permit Levy (main level) | \$ 00.52 per sq. ft. |
| - Upper/Lower Floors | \$ 00.42 per sq. ft. |
| Additions/renovations/basement development | \$ 00.26 per sq. ft. |
| | \$ 131.25 (minimum fee) |
| Accessory Buildings | |
| Garages (attached or detached) | (under 624 sq. ft.) \$ 131.25 |
| Shops, garages, storage buildings | (over 624 sq. ft.) \$ 00.39 per sq. ft. |
| Decks or garden storage sheds | \$ 00.39 per sq. ft. (min \$131.25) |
| Relocation of Home (set-up on basement or foundation) | \$ 00.39 per sq. ft. (min \$131.25) |
| Fireplaces (if not included in new construction) (flat rate) | \$131.25 |
| Demolitions Residential (flat rate) | \$131.25 |
| Geothermal Heating | \$262.50 |
| Solar | \$131.25 |

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL

| | |
|---|---|
| First \$1,000,000.00 construction value | \$ 6.30 per \$1,000 construction value |
| Over \$1,000,000.00 construction value | \$ 6,300.00 + (\$ 5.25 per \$1,000 construction value portions over \$1,000,000.00) |
| (Minimum Fee) | \$498.75 |
| Demolitions Commercial (flat rate) | \$131.25 |
| Sign (Pylon) | \$157.50 |

MOBILE AND MODULAR HOME

| | |
|---|---------------------------------|
| Modular Home (RTM's, etc) | \$351.75 |
| Basement Development | \$ 0.39 sq. ft. (min. \$157.50) |
| Mobile Homes Set-up | \$ 210.00 |
| Basement Development (if on foundation) | \$ 0.39 sq. ft. (min. \$157.50) |

Note

Add applicable 'Safety Codes Council' levy to each permit; \$ 4.50 each permit or 4% of permit levy, whichever is greater!

A minimum cancellation fee of \$35.00 will be retained when a permit is cancelled or 25% of the fee if a drawing review has been completed or an inspection has been carried out.

Permit extensions will be charged at a flat rate of \$150.00 (plus levy) for a maximum of 1 year.

Variations will be charged at a rate of \$120/hour (min 2 hr) (plus levy).

Re-Inspections will be charged a rate of \$100.00 per inspection + Levy.

When work has commenced without first obtaining the required permit(s); the permit fees will be doubled up to a maximum of \$500.00 surcharge per permit.

(Effective Date: June 1, 2022)

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW



TOWN OF BON ACCORD
 PO Box 779
 BON ACCORD, AB T0A 0K0
 Phone: (780) 921-3550
 Fax: (780) 921-3585
 www.bonaccord.ca



BUILDING PERMIT FEE SCHEDULE

RESIDENTIAL/DWELLING UNITS/FARM

| | |
|--|---|
| New Construction - Building Permit Levy (main level) | \$ 00.52 per sq. ft. |
| - Upper/Lower Floors | \$ 00.42 per sq. ft. |
| Additions/renovations/basement development | \$ 00.26 per sq. ft. \$ 131.25 (minimum fee) |
| Accessory Buildings | |
| Garages (attached or detached) | (under 624 sq. ft.) \$ 131.25 |
| Shops, garages, storage buildings | (over 624 sq. ft.) \$ 00.39 per sq. ft. |
| Decks or garden storage sheds | \$ 00.39 per sq. ft. (min \$131.25) |
| Relocation of Home (set-up on basement or foundation) | \$ 00.39 per sq. ft. (min \$131.25) |
| Fireplaces (if not included in new construction) (flat rate) | \$131.25 |
| Demolitions Residential (flat rate) | \$131.25 |
| Geothermal Heating | \$262.50 |
| Solar | \$131.25 |

COMMERCIAL/INDUSTRIAL/INSTITUTIONAL

| | |
|---|---|
| First \$1,000,000.00 construction value | \$ 6.30 per \$1,000 construction value |
| Over \$1,000,000.00 construction value | \$ 6,300.00 + (\$ 5.25 per \$1,000 construction value portions over \$1,000,000.00) |
| (Minimum Fee) | \$498.75 |
| Demolitions Commercial (flat rate) | \$131.25 |
| Sign (Pylon) | \$157.50 |

MOBILE AND MODULAR HOME

| | |
|---|---------------------------------|
| Modular Home (RTM's, etc) | \$351.75 |
| Basement Development | \$ 0.39 sq. ft. (min. \$157.50) |
| Mobile Homes Set-up | \$ 210.00 |
| Basement Development (if on foundation) | \$ 0.39 sq. ft. (min. \$157.50) |

Note

Add applicable 'Safety Codes Council' levy to each permit; \$ 4.50 each permit or 4% of permit levy, whichever is greater!

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Re-Inspections will be charged a rate of \$100.00 per inspection + Levy.

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(Effective Date: January 11, 2024)

TOWN OF BON ACCORD
BYLAW 2023-064-11
FEES AND CHARGES BYLAW



TOWN OF BON ACCORD

PO Box 779
 BON ACCORD, AB T0A 0K0
 Phone: (780) 921-3550
 Fax: (780) 921-3585
 www.bonaccord.ca



GAS PERMIT FEE SCHEDULE

| Residential Installations | |
|---------------------------|------------|
| Number of Outlets | Permit Fee |
| 1 – 3 | \$105.00 |
| 4 – 6 | \$136.50 |
| 7 – 9 | \$173.25 |
| 10 – 12 | \$199.50 |
| 13 – 15 | \$225.75 |
| 16 – 18 | \$246.75 |
| 19 – 20 | \$273.00 |

| Non-Residential Installations | |
|--|------------|
| B.T.U. Input | Permit Fee |
| 10,000 – 30,000 | \$94.50 |
| 30,001 – 60,000 | \$99.75 |
| 60,001 – 90,000 | \$105.00 |
| 90,001 – 120,000 | \$110.25 |
| 120,001 – 150,000 | \$110.25 |
| 150,001 – 180,000 | \$115.50 |
| 180,001 – 210,000 | \$120.75 |
| 210,001 – 300,000 | \$131.25 |
| 300,001 – 450,000 | \$147.00 |
| 450,001 – 600,000 | \$162.75 |
| 600,001 – 750,000 | \$178.50 |
| 750,001 – 900,000 | \$194.25 |
| 900,001 – 2,000,000 | \$231.00 |
| <i>Over 2,000,000 Add \$ 15.75 per 100,000 BTU</i> | |

Propane and Small Installations

| | |
|---|------------------------|
| Propane Tank Sets (New or Replacements) | \$94.50 Per Appliance |
| Temporary Propane/Natural Gas Heating (Includes Tank Set) | \$94.50 Per Appliance |
| Gas/Propane Cylinder Refill Centers | \$299.25 Per Appliance |
| Replacement Commercial or Industrial Appliances (per unit) | |
| 1 - 400,000 BTU Input | \$131.25 per Unit |
| 400,001 - 3,000,000 BTU Input | \$183.75 per Unit |
| Over 3,000,000 BTU Input | \$341.25 per Unit |

Note

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PLUMBING PERMIT FEE SCHEDULE (RESIDENTIAL)

| # of Fixtures | Permit Fee | # of Fixtures | Permit Fee |
|---------------|------------|---------------------------------------|------------|
| 1 – 3 | \$99.75 | 22 – 24 | \$210.00 |
| 4 – 6 | \$115.50 | 25 – 27 | \$225.75 |
| 7 – 9 | \$131.25 | 28 – 30 | \$241.50 |
| 10 – 12 | \$147.00 | 31 – 33 | \$257.25 |
| 13 – 15 | \$162.75 | 34 – 36 | \$273.00 |
| 16 – 18 | \$178.50 | 37 – 40 | \$294.00 |
| 19 – 21 | \$194.25 | <i>Add \$3.67 per fixture over 40</i> | |

PRIVATE SEWAGE PERMITS

Private Sewage System - \$350.00
 Holding Tanks - \$150.00

PLUMBING PERMIT FEE SCHEDULE (COMMERCIAL)

| # of Fixtures | Permit Fee | # of Fixtures | Permit Fee |
|---------------|------------|---|------------|
| 1 - 3 | \$99.75 | 52 – 54 | \$367.50 |
| 3 – 6 | \$115.50 | 55 – 57 | \$383.25 |
| 7 – 9 | \$131.25 | 58 – 60 | \$399.00 |
| 10 – 12 | \$147.00 | 61 – 63 | \$414.75 |
| 13 – 15 | \$162.75 | 64 – 66 | \$430.50 |
| 16 – 18 | \$178.50 | 67 – 69 | \$446.25 |
| 19 – 21 | \$194.25 | 70 – 72 | \$462.00 |
| 22 – 24 | \$210.00 | 73 – 75 | \$477.75 |
| 25 – 27 | \$225.75 | 76 – 78 | \$493.50 |
| 28 – 30 | \$241.50 | 79 – 81 | \$509.25 |
| 31 – 33 | \$257.25 | 82 – 84 | \$525.00 |
| 34 – 36 | \$273.00 | 85 – 87 | \$540.75 |
| 37 – 39 | \$288.75 | 88 – 90 | \$556.50 |
| 40 – 42 | \$304.50 | 91 – 93 | \$572.25 |
| 43 – 45 | \$320.25 | 94 – 96 | \$593.25 |
| 46 – 48 | \$336.00 | 97 – 100 | \$614.25 |
| 49 – 51 | \$351.75 | <i>Add \$3.67 each fixture over 100</i> | |

Note

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| 180,001 – 210,000 | \$120.75 |
| 210,001 – 300,000 | \$131.25 |
| 300,001 – 450,000 | \$147.00 |
| 450,001 – 600,000 | \$162.75 |
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ELECTRICAL PERMIT FEE SCHEDULE
(For "Other Than" New Single Family Residential)

| Installation Cost \$ | Permit Fee | Installation Cost \$ | Permit Fee |
|----------------------|------------|---|------------|
| Under 2,000 | \$99.75 | 39,000.01 – 42,000 | \$435.75 |
| 2,000.01 – 3,500 | \$115.50 | 42,000.01 – 45,000 | \$456.75 |
| 3,500.01 – 5,000 | \$136.50 | 45,000.01 – 48,000 | \$472.50 |
| 5,000.01 – 6,500 | \$152.25 | 48,000.01 – 60,000 | \$488.25 |
| 6,500.01 – 8,000 | \$168.00 | 60,000.01 – 90,000 | \$561.75 |
| 8,000.01 – 9,500 | \$183.75 | 90,000.01 – 120,000 | \$651.00 |
| 9,500.01 – 12,000 | \$199.50 | 120,000.01 – 150,000 | \$740.25 |
| 12,000.01 – 15,000 | \$215.25 | 150,000.01 – 180,000 | \$834.75 |
| 15,000.01 – 18,000 | \$231.00 | 180,000.01 – 210,000 | \$929.25 |
| 18,000.01 – 21,000 | \$288.75 | 210,000.01 – 240,000 | \$1,029.00 |
| 21,000.01 – 24,000 | \$320.25 | 240,000.01 – 350,000 | \$1,275.75 |
| 24,000.01 – 27,000 | \$341.25 | 350,000.01 – 500,000 | \$1,590.75 |
| 27,000.01 – 30,000 | \$357.00 | 500,000.01 – 650,000 | \$1,905.75 |
| 30,000.01 – 33,000 | \$367.50 | 650,000.01 – 800,000 | \$2,241.75 |
| 33,000.01 – 36,000 | \$383.25 | 800,000.01 – 1,000,000 | \$2,640.75 |
| 36,000.01 – 39,000 | \$399.00 | Add \$84.00 for every \$50,000 over \$1,000,000 | |
| | | | |

ELECTRICAL PERMIT FEE SCHEDULE
(For "NEW" Single Family Residential)

| Square Footage | Permit Fee |
|---|---|
| Up to 1200 square feet | \$162.75 |
| 1201 to 1500 square feet | \$189.00 |
| 1501 to 2000 square feet | \$215.25 |
| 2001 to 2500 square feet | \$241.50 |
| 2501 to 3000 square feet | \$315.00 |
| 3001 square feet and over | \$346.50 |
| Attached Garage | Include square footage of garage with house |
| Manufactured, Modular and RTM Connection | \$120.75 |
| Basement development wiring – new home - if done at time of initial construction (otherwise as per above) | Include square footage of basement with house |
| Detached Residential Garage | \$.21 a sq. ft. (minimum fee \$99.75) |

Note

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| 18,000.01 – 21,000 | \$288.75 | 210,000.01 – 240,000 | \$1,029.00 |
| 21,000.01 – 24,000 | \$320.25 | 240,000.01 – 350,000 | \$1,275.75 |
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| Basement development wiring – new home - if done at time of initial construction (otherwise as per above) | Include square footage of basement with house |
| Detached Residential Garage | \$.21 a sq. ft. (minimum fee \$99.75) |

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BYLAW 2023-064-11
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Schedule "H" Facility Rentals

GST to be added on all items. A damage deposit of \$500 is required at the time of booking for **each** rental. "Local" refers to a resident of either Bon Accord or Sturgeon County. Weekend is considered from Friday at 4pm to Sunday at 6pm. Facility rentals must be accompanied by a contract, adequate insurance, and compliance with all Facility Rentals Procedures. Please be advised public spaces will remain open to the public during rentals (I.e.: amphitheatre, arena and sportsgrounds).

| | TOWN OFFICE BASEMENT | | ARENA MEZZANINE | | ARENA MEETING ROOM | |
|----------------------|--|----------------------|----------------------------------|-----------|---------------------------|-----------|
| Room Capacity | 45 pp | | 120 pp | | 25 pp | |
| | Local | Non-Local | Local | Non-Local | Local | Non-Local |
| Per Day | \$125 | \$150 | \$125 | \$150 | \$100 | \$125 |
| Per Hour | \$25 | \$30 | \$25 | \$30 | \$20 | \$25 |
| Weekends & After 4pm | \$250 includes Friday evening | \$300 | \$250 includes Friday evening | \$300 | \$200 | \$250 |

| CENTENNIAL PARK AMPHITHEATRE (50th Street and 59th Avenue) | |
|---|---|
| Local* | \$20/hr. \$180/day \$570/weekend+ |
| Local with Power | \$25/hr. \$225/day \$712.50/weekend |
| Non-Profit** | \$15/hr. \$135/day \$427.50/weekend |
| Non-Profit with Power | \$20/hr. \$180/day \$570/weekend |
| Non-Local | \$25/hr. \$225/day \$712.50/weekend |
| Non-Local with Power | \$30/hr. \$270/day \$855/weekend |

| BALL DIAMONDS | |
|----------------------------------|----------------------------------|
| Adult (Local or Non-Local) | Minor (Local or Non-Local) |
| \$200 per game season | \$125 per game season |
| \$175 per tournament | \$100 per tournament |

| SOCCER FIELDS | |
|---------------------------------------|---------------------------------------|
| Adult (Local or Non-Local) | Minor (Local or Non-Local) |
| \$200 per game season | \$125 per game season |
| \$175 per tournament/ game | \$100 per tournament/ game |

TOWN OF BON ACCORD
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| ARENA ICE RENTAL FEES | |
|--|----------|
| | Per Hour |
| Minor CNN Hockey League (Bon Accord or Sturgeon County groups) | \$135 |
| Non-CNN Minor Hockey (groups outside Bon Accord or Sturgeon County) | \$195 |
| Adult | \$215 |
| Birthday Parties/Non-Profit | \$135 |
| Tournament – Minor CNN Hockey League (Bon Accord or Sturgeon County groups) | \$110 |
| Tournament – Non-CNN Minor Hockey (groups outside Bon Accord or Sturgeon County) | \$130 |
| Tournament – Adult | \$135 |

| ARENA SLAB RENTAL FEES (APRIL – AUGUST) | |
|---|-----------------------------|
| Local* | \$100/hr. \$750/day |
| Non-Profit** | \$100/hr. \$750/day |
| Non-Local | \$145/hr. \$1,087.50/day |
| Birthday Parties | \$57/hour |

* Bon Accord and surrounding Sturgeon County

** Outside Bon Accord and surrounding Sturgeon County