



AGENDA

PUBLIC INPUT

- 1. CALL TO ORDER**
- 2. ADOPTION OF AGENDA**
- 3. DECLARATION OF INTEREST**
- 4. ANNOUNCEMENTS, AWARDS, CEREMONIES & PRESENTATIONS**
- 5. DELEGATIONS - Hay River Poultry Farms Ltd.**
- 6. ADMINISTRATIVE ENQUIRIES**
- 7. NEW BUSINESS**
 - a) Emergency Services Activity Report for August – page 2-4
 - b) Municipal Enforcement Activity Report for August – page 5-8
 - c) Recreation Activity Report for August – page 9-14
 - d) IT Monthly Activity Report for August – page 15-17
 - e) Excused Absence – page 18
- 8. ADJOURNMENT**



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPTEMBER 17, 2018

DEPARTMENT: PROTECTIVE SERVICES

SUBJECT: MONTHLY REPORT OF ACTIVITIES

RECOMMENDATION:

THAT THE COUNCIL OF THE TOWN OF HAY RIVER accepts the Protective Services Activity Report for August 2018 as presented.

BACKGROUND:

Summary:

Training this month included two streams of facilitation; one for experienced firefighters and one for the rookies. The new members have taken their safety courses and can now participate in total group training. Training for the month included FF Safety, PPE, SCBA, Vent Entry Isolate and Search, Advanced Hose Techniques, Ladders and finally Search and Rescue for the Fire side of things and cots, packaging, SKED, and chair stretcher training for the Medical side of the operation.

An inspection was done on the High Rise, and we found 31 minor deficiencies within the building which the Fire Marshal has given until the end of October for Satdeo Inc to deal with all of the items. The FMO will once again be actioning the balconies as they still have not been repaired.

In the Public Safety area, we had a few open houses for the kids to learn about fire safety the open houses included kids from Enterprise, Katlodeeche First Nations, and Summer Heat.

We participated in a Fire Drill at Aurora Ford this month and gave a report indicating where improvements could be made. All in all, it was a good response, and they are prepared in the event of an emergency. The Fire Department like to attend these functions as it gives us information to put together action plans in the event of an emergency.

Meetings:

- PWS Committee Meeting
- Municipal Services Meeting
- Council Meeting
- Fire Meetings
- Management Meetings
- Emergency Management Bill 8 Meeting



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPTEMBER 17, 2018

DEPARTMENT: PROTECTIVE SERVICES

SUBJECT: MONTHLY REPORT OF ACTIVITIES

During the month of August 380.5 Volunteer hours were served by the members of the HRFD for a year to date total of 3,381.5 hours.

STATISTICS

	August 2016	August 2017	August 2018	2018 YTD
Patient Transfers	9	37	11	101
Medical Emergency Local	17	22	12	113
Medical Emergency Reserve	2	1	2	13
Medical Emergency Highway	0	0	0	6
Medical Emergency Out of Town Patients	3	0	1	12
Body Transfer	3	3	1	6
Fires & Rescues	3	4	1	16
False Alarms	1	2	6	24
Training	3	5	4	31
Special Training	10	5	0	16
Cleanup & Maintenance	3	3	4	30
Fire Permits	0	0	1	17
Fireworks Permits	2	2	3	6
Public Safety	0	0	2	22
Inspections	3	3	5	52

MAINTENANCE

Ambulance 1	Weekly Checks
Medic 1	Weekly Checks
Pump 1	Weekly Checks
Pump 2	Weekly Checks
Pump 3	Weekly Checks
Tanker 1	Weekly Checks
Rescue 1	Weekly Checks
Rescue 2	Weekly Checks
Rescue 5	Weekly Checks



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPTEMBER 17, 2018
DEPARTMENT: PROTECTIVE SERVICES
SUBJECT: MONTHLY REPORT OF ACTIVITIES

COUNCIL POLICY / STRATEGY OR GOAL:

N/A

APPLICABLE LEGISLATION, BYLAWS, STUDIES, PLANS:

Fire Prevention Bylaw

FINANCIAL IMPLICATIONS:

N/A

ALTERNATIVES TO RECOMMENDATIONS:

N/A

ATTACHMENTS:

None

Prepared by:
Ross Potter
Director Protective Services/Fire Chief
Date: September 14, 2018

Reviewed By:
Judy Goucher
Senior Administrative Officer
Date: September 14, 2018



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018
DEPARTMENT: PROTECTIVE SERVICES
SUBJECT: MUNICIPAL ENFORCEMENT REPORT

RECOMMENDATION:

THAT THE COUNCIL OF THE TOWN OF HAY RIVER accepts the Municipal Enforcement Report August 2018 as presented.

BACKGROUND:

02/08/2018	21:00	Dead Dog	Dog had been removed upon my arrival on scene
07/08/2018	1:30	White F150 in front of 53 Stewart Drive (about 25days)	Patrol, take pictures, research ownership. Vehicle parked due to construction that was happening on Stewart Drive and Wright Crescent. Owner of vehicle could not park in their own driveway. Vehicle will be moved on August 9th.
07/08/2018	10:00	Vessel parked in slot 14 doesn't belong	Patrol, take pictures post on facebook to find owner of vessel
09/08/2018	8:00	Unsightly and visibility issue	Patrol, take pictures, warning letter to go out in regard to trimming trees and hedges.
09/08/2018	11:40	Big dog loose by 11 Eagle Crescent	Patrol, no loose dogs
09/08/2018	16:00	Dog loose at Town Hall	Siezed dog due to improper care.



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018

DEPARTMENT: PROTECTIVE SERVICES

SUBJECT: MUNICIPAL ENFORCEMENT REPORT

10/08/2018	9:00	Cat loose by Red Rooster	Return cat to owner
17/08/2018	11:00	Improper care of dog	Patrol no dogs outside and no evidence of improper care.
23/08/2018	10:00	NUL not clearing right of ways for power lines	Letter sent asking for cleanup and subsequent inspection with NUL employees to look at problem areas. Brushing crew will be dealing with Right of Way's early September.
23/08/2018	14:00	Truck parked on Riverbend	Called owner of the truck and they will have their driver remove the truck from the area.
25/08/2018	10:00	Dog attacked dog	Talked to the owner of the dog and gave warning that the dog must be tied at all times
27/08/2018	8:00	Dogs running loose, poor care for dogs	Increased patrols in area to try and catch dogs if they are loose. Letter to owner
27/08/2018	11:00	Vehicles parked in handicapped parking on Capital Drive	Vehicles were gone when patrol was done.
27/08/2018	12:00	Brush in alleyway Riverbend and Miron Drive	Unsilghtly Letter Sent
27/08/2018	12:00	Brush in alleyway Riverbend and Miron Drive	Unsilghtly Letter Sent



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018
DEPARTMENT: PROTECTIVE SERVICES
SUBJECT: MUNICIPAL ENFORCEMENT REPORT

29/08/2018	10:00	Barking Dog complaint	Barking dog letter sent
29/08/2018		Loose dogs	Loose dog letter sent
30/08/2018	15:00	Loose Dogs on Riverview by Caribou	Patrol couldn't find dogs
31/08/2018	11:00	Vessel parked in day use area over 24 hours	Warning Notice On Vessel
31/08/2018	13:00	Vessel parked in day use area over 24 hours	Warning Notice On Vessel

Dog Attack Complaints Received	2
Cat Attack Complaints Received	0

Number of Dogs Caught	0
Number of Cats Caught	0

Unsightly Properties: 4

When time permits patrols are being done in areas where there have been complaints of barking and lose dogs. The timing of these patrols varies from day to day to keep from setting a pattern which enables us to provide better service to the affected areas.

COUNCIL POLICY / STRATEGY OR GOAL:

N/A

APPLICABLE LEGISLATION, BYLAWS, STUDIES, PLANS:

Bylaws as applicable

FINANCIAL IMPLICATIONS:

N/A



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018
DEPARTMENT: PROTECTIVE SERVICES
SUBJECT: MUNICIPAL ENFORCEMENT REPORT

ALTERNATIVES TO RECOMMENDATIONS:

N/A

ATTACHMENTS:

N/A

Prepared by:
Ross Potter
Date: September 14, 2018

Reviewed By:
Judy Goucher
Date: September 14, 2018



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE DATE: September 17, 2018

DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

RECOMMENDATION:

THAT THE COUNCIL OF THE TOWN OF HAY RIVER accepts the report entitled "Recreation and Community Services Monthly Report" for August 2018 as presented

BACKGROUND:

The month of August was again a busy and productive month for Recreation and Community Services. Parks and greenspaces saw improvements in maintenance quality throughout the month while balancing an unusual installation of arena ice for Shoot to Score Hockey Camp. The popular Summer Heat program completed as scheduled at the end of the month with attendance numbers much higher than in recent years. The Visitor Information Centre continued to see visitor and gift shop sales levels rise with figures significantly greater than in 2017.

Most of the summer students wrapped up their terms in August. We had a strong group of students in 2018 and several were extended offers for employment in 2019. The Recreation Centre and VIC will shift to winter hours in September with VIC moving to weekday only hours and the Recreation Centre extending their hours of operation.

An advertising campaign for the arena dasher boards was undertaken. Sales have been very strong with only 16 of 48 spaces available. The old recreation centre had 4 spaces sold. Procedures have been put in place to ensure recurring invoicing for dasher boards in subsequent years.

Recreational Programming

Recreation programming included outdoor events such as social paddle (each week has been full), Table Tennis, Rotating Parks program, Summer Heat, and special events such as a Fast Play Volleyball tournament and a junior kayak clinic.

Programming showcased our water and beaches. The Social Paddle was full of boat rentals each week throughout the month, the Beach Volleyball tournament was well attended, and the junior kayak clinic was full. Each of these programs were viewed as a success and are recommended to implement again next year.

Summer Heat slowed down and ended this month with camper numbers sitting at approximately 26 per day out of the program start of 45. The previous year saw numbers dwindle to 5 participants by the end of season.



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018

DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

Daily bookings of the Recreation Centre facilities are in effect with usage from various user groups for meetings and programming. Discussions and planning are under way towards an early ice season. A few significant events were successfully held in the building such as Make the Connection and the Dene National Assembly. A successful Hockey Camp was held at the end of the month with over 90 participants.

Recreation Programming Statistics

Regular Programs:

- Walking Track: 143 uses
- Table Tennis Drop-in: 3 participants / day

Special Programming and Events:

- Rotating Parks Program: 12-20 participants / day
- Social Paddle: 8 participants / day
- Summer Heat: 26-30 / day
- Junior Kayak Clinic – 8 participants
- Beach Volleyball – 16 participants

Visitors Information Centre (VIC)

August saw more visitors than July dropping into the VIC. Visitor numbers were double the recorded values from the previous August (2017) and artisan and clothing sales were more than triple of last August (2017). Many visitors from Alberta, British Columbia and Ontario all commenting that they came to the Territories to get away from the fires.

Consistent positive visitor comments:

- Visitors thought that it would be more expensive in the NWT; surprised by only 5% tax and the cheap cost of fuel.
- The campgrounds are very well maintained, clean and great services.
- Everyone has been very friendly.
- Hay River is a beautiful town.
- Very pleased with what the Territories has to offer for tourism experiences. Love the beaches.
- They will be coming back next year.
- Really like the hours and service at the VIC.



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018

DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

Consistent negative visitor comments:

- Restaurants not open.
- Need more signage to promote Hay River on the highway and in town for direction.

We are in the final proof stages of the content for the 8 Sided VIC Sign. The signs will be printed, hung and project completed by end of September. Other site improvements are being undertaken.

We reached out to the Chamber of Commerce, Town Council, MLAs and Administration regarding Yellowknife's inability to provide hotel rooms to Mitsubishi for winter weather testing and Embraer Aerospace. This is reported to equate to a loss of \$2 Million to the Yellowknife economy. It is hoped that those contacted will reach out to these companies and the Yellowknife council to recommend Hay River as an alternative location.

The Town is preparing to attend the Tourism Marketing Advisory Committee on September 27th in Yellowknife. A complete review of the draft 2019-20 NWT Marketing Plan will take place at the meeting laying the groundwork for the next 5-year plan.

VIC Statistics

VIC Visitors:

1364 approximately (93% - Canada; 3% - US; 1% - Europe; < 1% - Other)

Previous Month: 1040 approximately

Gift Shop Sales:

Total Sales: \$5030

Previous Month: \$4120

Total Artists/Retailers: 24

Previous Month: 24

Aquatic Centre

Staffing vacancies had presented themselves as anticipated in August with the departure of four regular staff including one senior lifeguard. This had a negative impact on operating hours for the Aquatic Centre. A Lifeguard Training program was offered at the end of July and into early August in part to help with identifying



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DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

prospective employees. Other recruitment activities are planned as we work to rebuild our capacity. Summer camps were still accommodated, and it was still a busy month as programs came to a close in preparation for school transition.

Department Statistics

Pool Attendance:

	2017	2018
Birthday Parties	8	1
Aquafit	n/a	n/a
Schools	n/a	n/a
General	1630	1381

Aquatic Revenue:

	2017	2018
Admissions	\$3456.49	\$3097.39
Kids Lessons	\$844.00	\$851.50
Adult Lessons	\$55.81	\$0
Miscellaneous	\$236.64	\$222.79
Hourly Rental	\$662.50	\$68.57

Facilities and Parks

Significant gains were made through August with respect to quality of greenspace, parks and field maintenance. This despite an early start to the ice making season. The ice plant was started, and ice was installed on the arena surface to support Minor Hockey's Shoot to Score camp that was run for five days starting August 25th. Some repairs will be needed to the ice plant in September but otherwise ice making and the camp itself was very successful.

Porritt landing improvements continued through the month with cleanup of trees, brushing and the general area. Signage installation and erection of a shelter will occur in September. Installation of planned playground equipment for the site will be deferred to 2019.



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DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

Maintenance staff supported the four-day long Coors Slopitch tournament. It's is the premium tournament of the summer for the South Slave attracting teams from throughout the NWT and Northern Alberta.

Recreation Outdoor Spaces Asset Condition Assessment August 27th, 2018

Asset Name	Type	Condition
Bob McMeekin Park	Park	Fair
Gordon Thompson Park	Green Space	Fair
Keith Broadhead Park	Park	Fair
McBryan Drive Bench	Seating	Good
Tri Service Park	Park	Good
Visitor Information Centre	Building	Good
Carrolls Trail	Grass	Good
Downtown	Site	Good
Skate Park	Park	Good
Rec Centre	Site	Good
Rooster Park	Park	Fair
Camsell Park	Park	Good
Malcolm Park	Park	Good
Ravine	Park	Good
George Low Trail	Park	Fair
Reserve Ice Crossing	Park	Good
Airport MOU	Path	Good
Don Wrights Park	Sport Field	Fair
Lions Park 553	Park	Fair
Inukshuk Park	Park	Fair
Cemetery	Park	Good
Trans Canada Trail	Path	Fair
Porritt Landing	Park	Good
Old Town Ballpark	Park	Fair
Old Town Hockey	Sport Field	Poor
Fisherman's Wharf	Park	Good
Miron Trail	Path	Fair
Kiwanis Trail	Path	Fair
Ditches (Bob M to WC Bridge)	Grass	Fair
West Channel Ice Crossing	Park	Good



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17, 2018

DEPARTMENT: RECREATION & COMMUNITY SERVICES

SUBJECT: RECREATION & COMMUNITY SERVICES ACTIVITY REPORT

COUNCIL POLICY / STRATEGY OR GOAL:

N/A

APPLICABLE LEGISLATION, BYLAWS, STUDIES, PLANS:

N/A

FINANCIAL IMPLICATIONS:

N/A

ALTERNATIVES TO RECOMMENDATIONS:

N/A

ATTACHMENTS:

N/A

Prepared by:
Glenn Smith
Acting Director Recreation and Community
Services
Date: 14 September 2018

Reviewed by:
Judy Goucher
Senior Administrative Officer

Date: 14 September 2018



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPT 17, 2018

DEPARTMENT: INFORMATION TECHNOLOGY

SUBJECT: MONTHLY REPORT OF ACTIVITIES

RECOMMENDATION:

THAT THE COUNCIL OF THE TOWN OF HAY RIVER accepts the Information Technology Activity Report for the month of August 2018 as presented.

BACKGROUND:

Our IT contractor is working to resolve an outstanding fiber optic cable issue in the new Arena. This needs to be resolved in order to move the Pool IT cabling infrastructure over to the buried fiber from the Firehall. Currently the pool is fed by a cable coming from the Old Town Hall.

Over the past month, there has been a significant increase in Denial of Service attacks on the Town email server. Our contractor has monitored this activity closely and added additional screening services to prevent these emails from crashing the system. In addition, there have been numerous attempts to hack into both the Town and Fire Department web servers. Both servers are being monitored, and off-site backups are maintained in case of any successful attempts.

Detailed specifications have been provided to enable the Town to issue a Tender to replace the end of life Storage Area Network. This unit is not longer capable of repair should it fail. Prompt action on this Tender is advised, as a failure of this unit will bring down all Town IT services.

Routine monthly IT activities continued as usual. This includes response/resolution of user help desk support requests, daily review of error and security logs, monthly Microsoft Security updates, Quarterly Dell firmware updates, and updates to anti-virus/malware signature files daily as released.



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPT 17, 2018

DEPARTMENT: INFORMATION TECHNOLOGY

SUBJECT: MONTHLY REPORT OF ACTIVITIES

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>
TOTAL NETWORK DEVICES SUPPORTED	108	106	106	131	129	119	116	121
TOTAL USER WORKSTATIONS IN USE	55	56	56	56	56	57	57	55

SECURITY STATISTICS

Website Intrusion Attempts

Blocked	396	137	197	253	218	116	284	904
Successful	0	0	0	0	0	0	0	0

Employee Workstation Network Intrusion Activity

Blocked	68	57	63	25	38	20	68	44
Successful	0	0	0	0	0	0	0	0

Councillor Laptop Firewall Intrusion Activity

Blocked	245	244	18	129	78	533	17	31
Successful	0	0	0	0	0	0	0	0

SERVICE RELIABILITY (% Uptime)

SQL/Vadim	100	100	100	100	100	100	100	100
Domain Controllers/File Servers	100	100	100	100	100	100	100	100
Town Website	100	100	100	100	100	100	100	100
Fire Dept Website	99.9	100	100	99.2	99.9	100	99.9	99.9
Email Services	100	100	100	100	100	100	99.9	100
Internet Access	99.9	100	100	100	100	100	100	100
VOIP/Phone Services	100	100	99.9	99.9	100	100	100	100

INTERNET USAGE (Gb)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Internet Usage	455.5	327.9	520.5	380.6	493.3	436.5	474.6	594.2



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES **DATE:** SEPT 17, 2018

DEPARTMENT: INFORMATION TECHNOLOGY

SUBJECT: MONTHLY REPORT OF ACTIVITIES

COUNCIL POLICY / STRATEGY OR GOAL:

To provide efficient and effective computer services to meet the Town of Hay River needs.

APPLICABLE LEGISLATION, BYLAWS, STUDIES, PLANS:

Financial Administration Bylaw No. 2252/FIN/11

FINANCIAL IMPLICATIONS:

Per contractual agreement.

ALTERNATIVES TO RECOMMENDATIONS:

N/A

ATTACHMENTS:

N/A

Prepared by:
Ruth Boden
Director, Finance and Administration
Date: Sept 14, 2018

Reviewed By:
Judy Goucher
Senior Administrative Officer
Date: Sept 14, 2018



REPORT TO COMMITTEE

COMMITTEE: MUNICIPAL SERVICES COMMITTEE **DATE:** September 17th, 2018

DEPARTMENT: ADMINISTRATION

SUBJECT: EXCUSED ABSENCE

RECOMMENDATION:

THAT THE COUNCIL OF THE TOWN OF HAY RIVER excuses Deputy Mayor Jungkind from the Regular Meeting of Council on Tuesday, September 25th, 2018.

BACKGROUND:

Deputy Mayor Jungkind has asked to be excused from the Regular Meeting of Council on Tuesday, September 25th, 2018.

COUNCIL POLICY / STRATEGY OR GOAL:

N/A

APPLICABLE LEGISLATION, BYLAWS, STUDIES, PLANS:

N/A

FINANCIAL IMPLICATIONS:

N/A

ALTERNATIVES TO RECOMMENDATIONS:

N/A

ATTACHMENTS:

N/A

Prepared by:

Stacey Barnes
Executive Assistant
Date: September 14th, 2018