

Cold Lake Transit

Cold Lake Transit broke some records in 2023, with the highest ridership and the most advertising spaces sold in the transit system's eight-year history. Summer ridership was especially busy, with June seeing more than double its average volume.

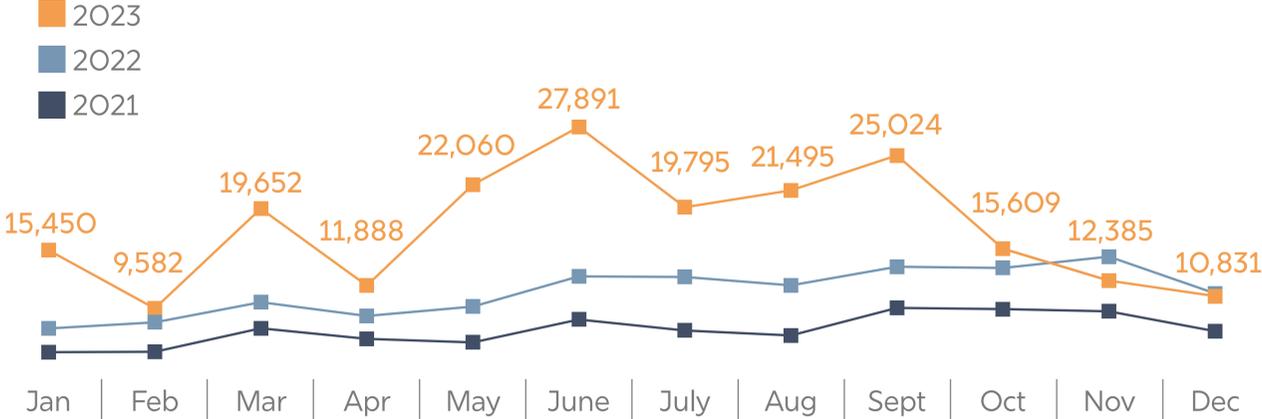
Cold Lake's Transit system accommodated 211,662 rides in 2023, a 36% increase over the previous year's ridership. The increase in ridership helped the service pass its one-million ride mark in 2023. Since its launch in 2015, the service has seen the buses upgraded to low-floor, accessible models and the schedule has been modified to decrease wait times between buses. Cold Lake Transit also upgraded its real-time tracking system, known as Transloc. The newest version will allow for some data collection so that rides by students, seniors, people with mobility devices and people travelling with bicycles can be studied. This information will allow staff to tailor the service to meet clients' needs.

2023 TOP 5 RIDERSHIP TIMES



- 3:00 pm 36,443
- 4:00 pm 20,184
- 2:00 pm 18,950
- 8:00 am 16,111
- 1:00 pm 15,847

MONTHLY RIDERSHIP



CONNECTING OUR COMMUNITY

The transit service helps to support students in their commute, with the busiest times being from 3:00 to 4:00 pm, Monday through Friday. While still significant in terms of volume, Saturdays had the lowest number of rides with 21,400, or about 10% of all ridership. The Energy Centre's northbound stop proved to be the busiest, with 14,000 riders using this stop to begin their trip.

But even with school out, the summer months of July and August accounted for 41,290 rides, or almost 20% of the system's total volume. Advertising sales were robust in 2023, with a record of 41 placements sold, generating \$35,068 in revenue. Transit advertising has proven to be a cost-effective means for local businesses to advertise and, when spots are available, is used by the City of Cold Lake to spread the word about City services, programs, and upcoming events.

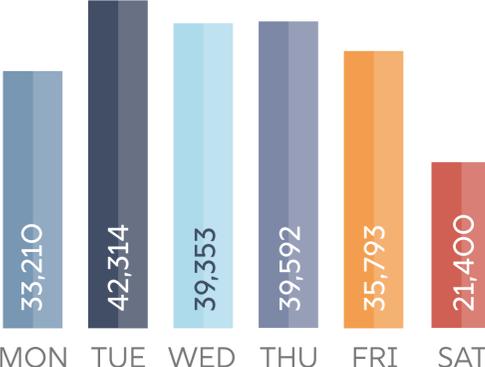


EXPLORING FREEDOM

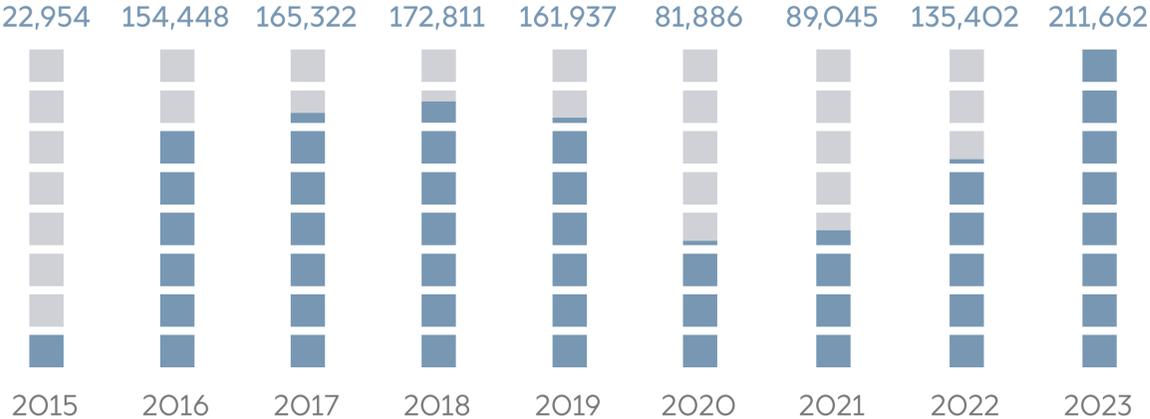
Having free transit has been amazing, as it allows my children the freedom to get around town on their own and to create a sense of independence for them.

*Chelsey Ropson,
Cold Lake, AB*

2023 TOTAL RIDERSHIP BY DAY



YEARLY RIDERSHIP 2015-2023



Incentive Programs

The City of Cold Lake currently offers the following incentive programs for development. For more information, please call City Hall at 780-594-4494 or email planning@coldlake.com

MULTIUNIT RENTALS

(Policy 235-AD-24)

MULTIUNIT RENTAL HOUSING INCENTIVE PROGRAM

This program provides a grant of **\$10,000** for each new rental dwelling unit constructed in an approved project consisting of four or more dwelling units. Projects can be in the form of a multiplex, rowhouse, apartment or a mixed-residential/commercial building.

ELIGIBILITY

The units must remain as rentals for a minimum period of five years following completion and occupancy of the building and the applicant must have an approved Development Permit and Building Permit for their project, or, demonstrate that permits will be obtained within six months of approval of their application for funding. Full eligibility details can be found in the program policy. Funding under this program is disbursed upon the City certifying that the project is complete with no outstanding deficiencies and is ready for occupancy.

MAXIMUM

The City has allocated funding for 100 new rental units to be created under this program and applications will be reviewed and approved on a first-come, first-served basis.

WATER, SANITARY & STORM SERVICE

(Policy 216-DA-21)

WATER, SANITARY AND STORM SERVICE CONNECTION

Under Section 4.8.3 of the City's Water, Sanitary and Storm Service Connection Policy 216-DA-21 the City will cover the cost of installing new water and sewer service connections to residential properties in situations where there are existing service connections that are, in the City's sole opinion, unfit to be reused to service a new building. The City is offering this incentive to encourage the redevelopment of older properties in mature neighbourhoods in the City. With the City covering the cost of replacing the service connections to the property, this reduces a significant financial risk that a property owner/developer may encounter when redeveloping in a mature neighbourhood.

ELIGIBILITY

To be eligible, the property must have approved Development and Building Permits, and the applicant must provide a servicing plan to ensure that the new service connections will meet the needs of the new building.

SECONDARY SUITES

(Policy 237-AD-24)

SECONDARY SUITE DEVELOPMENT INCENTIVE

This program aims to stimulate the development of new secondary suites, or the legalization of existing suites by offering a cash grant of **\$5,000** for each new or legalized suite created. Secondary Suites may take the form of basement suites, garage suites, or garden suites, and may only be constructed on the same parcel as a single-detached dwelling.

ELIGIBILITY

The project must have an approved Development Permit and Building Permit, or, demonstrate that permits will be obtained within six months of approval of the application. Suites must be compliant with the City's Land Use Bylaw 766-LU-23 and the National Building Code - 2023 Alberta Edition. Only suites that have been issued permits after the approval date of the program by Council are eligible. Full eligibility details can be found in the program policy. Funding is disbursed upon the City certifying that the project is complete with no outstanding deficiencies and is ready for occupancy.

MAXIMUM

The City has allocated funding for 20 new secondary suites to be created under this program and applications will be reviewed and approved on a first-come, first-served basis.

BUSINESS RETENTION & ATTRACTION

(Policy 120-FM-10)

BUSINESS RETENTION AND ATTRACTION INCENTIVE PROGRAM (BRAIP)

The Business Retention and Attraction Incentive Program (BRAIP) was established by City Council in 2010 and has been renewed each year since. The purpose of the program is to:

- Encourage owners of commercial buildings to invest in improvements that enhance the appearance and function of the building or property;
- Attract new business opportunities to the city and encourage investment in new buildings;
- Encourage the demolition of existing buildings that may detract from the visual appeal of the community.

For more information, including the BRAIP application, visit our Business Retention and Attraction Incentive Program page.

Cold Lake Fire-Rescue

With a quarter-century of history behind it, Cold Lake Fire-Rescue's membership remains committed to serving the community to the highest standards.

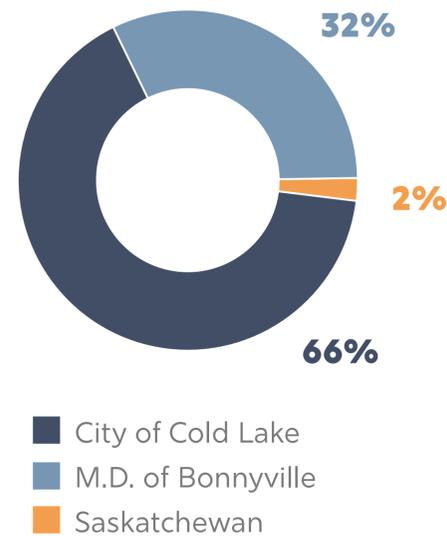
Cold Lake Fire-Rescue celebrated its 25th anniversary in 2023, and the men and women carried on its proud history of service. With over 60 paid on-call members, a full-time Fire Chief, two full-time Deputy Fire Chiefs and a full-time administrative assistant, over 13,000 hours were dedicated to the service last year. This included over 2,870 hours in weekly training sessions, 6,508 hours at fire calls at over 468 calls for service, almost 2,000 hours volunteering in the community, and almost 1,500 hours studying certified firefighter training courses.

The service operates from two fire stations: the Lake District Station and the Downtown District Station. It covers about 2,500 square kilometres, including the City of Cold Lake, parts of the M.D. of Bonnyville, and an area in northwestern Saskatchewan, responding to over 300 incidents annually.

INCIDENT BY TYPE



2023 INCIDENT BY LOCATION



TOGETHER WE SERVE

In 1998, amalgamation posed the challenge of bringing two distinct and competitive fire-service cultures together as one team. As part of the amalgamation process, respect and recognition of the services that came before was key, as well as setting the stage for moving the new fire service forward into the new millennium. The new service's name "Cold Lake Fire-Rescue" was chosen to set the new service apart. "Together We Serve," was chosen as a motto that captured the past and set the stage for the future. Since its founding after the amalgamation of Medley, Grand Centre, and Cold Lake, the service has continued to grow with the community to meet the region's needs.

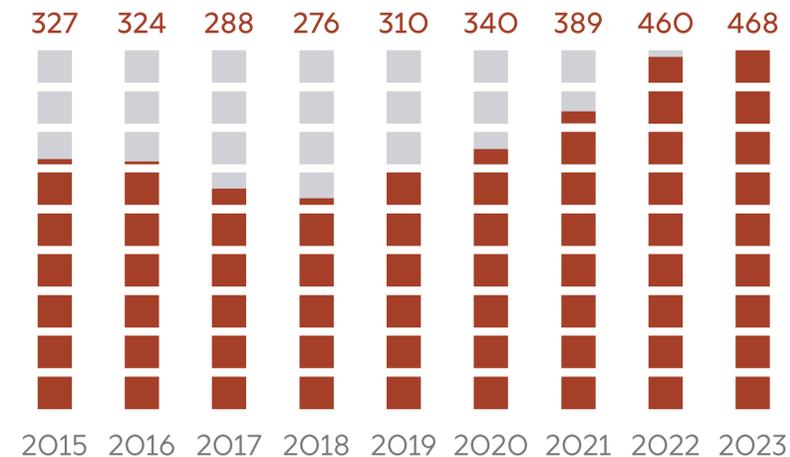
Last year, a new dispatching agency and a new model for verifying alarm calls led to a significant reduction in calls to alarms, down to 100 in 2023 from 184 in the previous year. Calls to motor vehicle accidents nearly doubled, however, rising to 119 from 63 in 2022. Calls to assist the public and other emergency services agencies also rose sharply, to a total of 131 in 2023, up from 85 in 2022.

2023 TOP CALLS IN CITY OF COLD LAKE

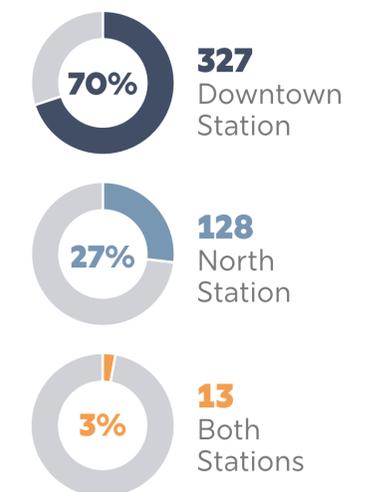


- 94 Public assistance
- 88 Alarms
- 59 Vehicle accident
- 27 Misc. fire
- 15 Wildland fire

CALLS FOR SERVICE 2015-2023



2023 RESPONSE BY FIRE STATION



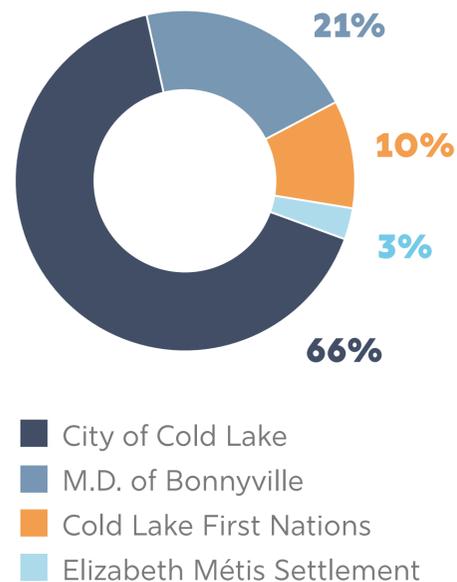
Cold Lake RCMP

The Cold Lake RCMP Detachment saw a nearly 2% increase in calls over 2022. Police Service Dog Harp retired, handing the leash to Chase. Together they totaled 186 calls and made 55 captures in 2023.

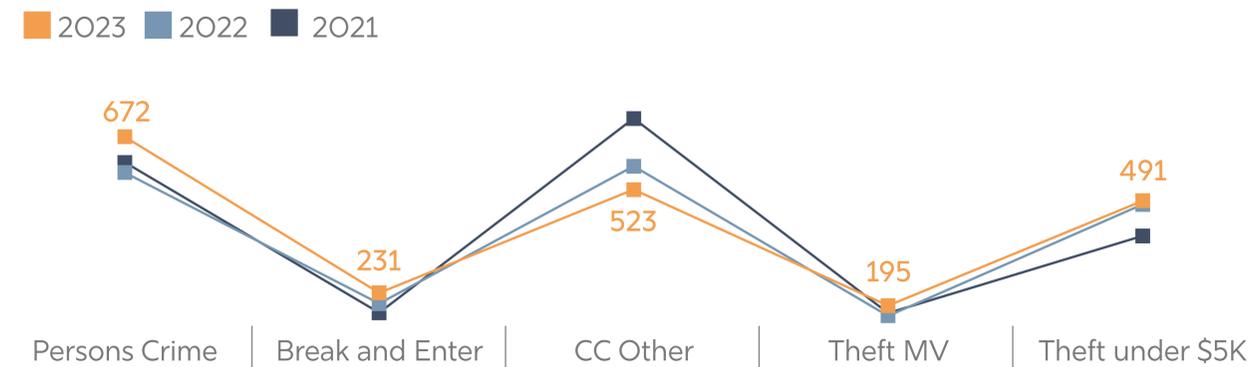
The Royal Canadian Mounted Police at Cold Lake ended 2023 with a detachment strength of 50 personnel, including one Staff Sergeant, two Sergeants, five Corporals, 27 Constables, one Police Dog Service member, 11 administrative staff and three victim services staff members. The detachment area is geographically large and diverse with policing responsibilities for the City of Cold Lake, the eastern portion of the M.D. of Bonnyville, the Cold Lake First Nations, and the Elizabeth Métis Settlement. The RCMP at Cold Lake provides 24-hour policing services every day of the year.

The detachment handled a total of 11,606 files in 2023, up from 11,410 the prior year, with 66% of its call volume coming from within the City of Cold Lake.

2023 LOCATION OF CALLS

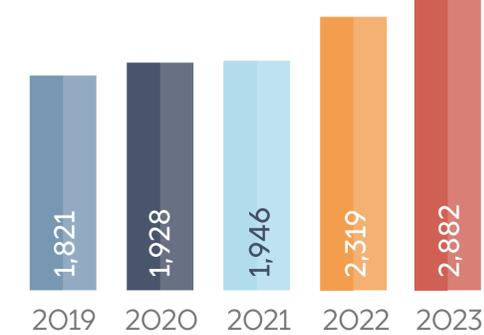


CRIME BY TYPE CITY OF COLD LAKE

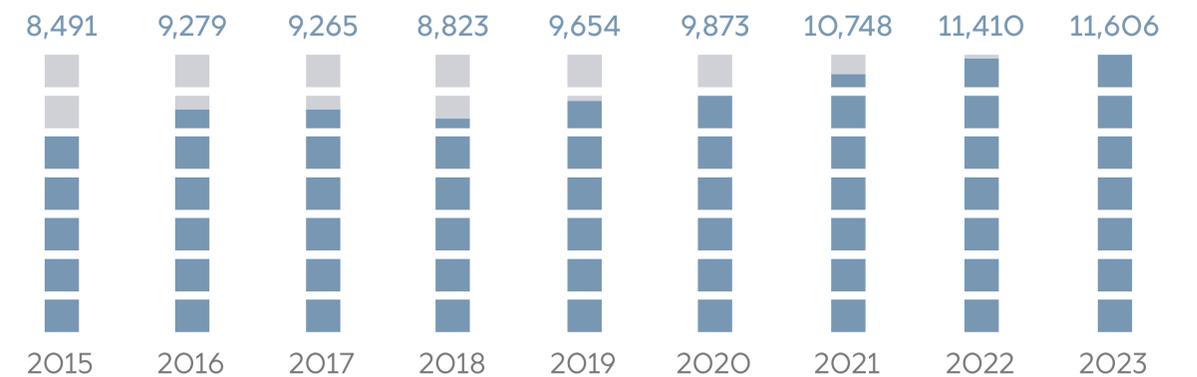


The City of Cold Lake saw a 17% increase in criminal code offences in 2023 with the largest increase in property crimes (24% increase) and persons crime (18% increase), while all other offences dropped by about 11%. Criminal code files per member sat at 214.6 for 2023, while the average across Alberta for the same time period was 94 criminal code files per RCMP member. The Cold Lake Detachment had three top priorities for 2024. Crime reduction through curfew and street checks, as well as warrant "round ups" topped the list along with increasing community engagement and proactive patrols and focusing on the drug trade in the region.

PROPERTY CRIME CITY OF COLD LAKE



TOTAL CALLS FOR SERVICE



2023 RCMP STATS

GENERAL INVESTIGATION SECTION

- 66 charges laid
- 20+ years jail time
- 20 judicial authorizations

POLICE DOG SERVICE HARP & CHASE

- 186 total files in all detachments
- 55 total captures
- 553 hours deployed
- 80 Cold Lake area files

LAKELAND CRIME REDUCTION UNIT

- 7 individuals arrested on Canada Wide Warrant
- Assisted on 160 files to locate prolific offenders
- 15 Judicial Authorizations

GENERAL DUTY

- Responded to 11,606 calls for service
- 7,729 calls in the City of Cold Lake
- 1,122 prisoners held in Cold Lake detachment cells

Cold Lake Municipal Enforcement

The City of Cold Lake's Municipal Enforcement division now sits with a new manager in the newly formed Planning, Development, and Regulatory Services Department. Officers work closely with other agencies and the public to ensure public safety and community standards.

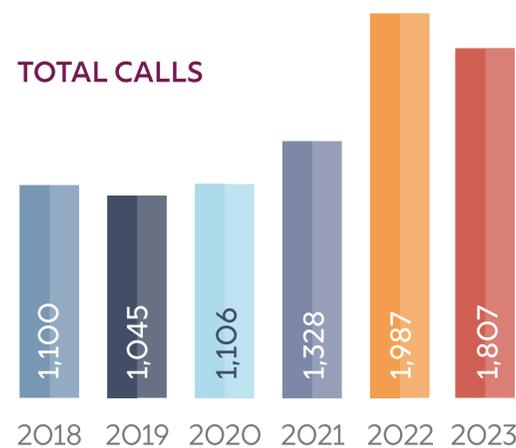
Throughout 2023, the Municipal Enforcement division of Cold Lake Planning, Development, and Regulatory Services maintained a committed service to the City of Cold Lake. During this time, the department retained six Community Peace Officers, along with one full-time and three part-time Bylaw Officer positions.

The department had another busy year in 2023 in relation to calls for service and files addressed by officers. Officers worked proactively regarding community standards, and engagements increased regarding people living in a vulnerable lifestyle.

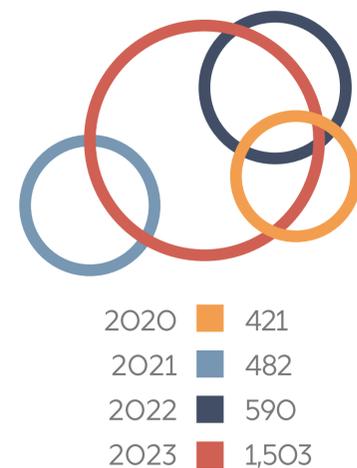
In 2023, Municipal Enforcement underwent major changes in the reorganization of its internal structure,

as it transitioned from being Protective Services to a newly created department called Planning, Development, and Regulatory Services. With this change, a new manager and a Team Lead position were hired. The team continued to action bylaw matters focusing on seasonal-based objectives. The department provided ongoing 24-hour coverage on a rotating schedule, operating through a 10-hour workday. On the day-to-day shift, officers fulfilled duties and tasks in an education-and-enforcement focused approach to address infractions of municipal bylaws and provincial legislation.

TOTAL CALLS



PENALTY TICKETS ISSUED



The Municipal Enforcement officers performed various functions throughout their shifts to ensure and promote public safety. They sought to provide prompt, professional customer service to community residents and visitors to Cold Lake. Officers regularly respond to complaints from the public in respect to animal care concerns, traffic control, and unsightly property issues. They also participate in community wellness initiatives, special event duties, assisting external agencies, monitoring City parks and facilities, encouraging school zone safety, and conducting educational presentations to promote a safe community.

Municipal Enforcement works collaboratively alongside the RCMP, Cold Lake Fire-Rescue, Associated Ambulance, Cold Lake Victim Services Unit, Alberta Fish and Wildlife Officers, Conservation Officers, Municipal District of Bonnyville Public Safety Department, Alberta Health Services, Alberta Sheriffs, and the Cold Lake Canadian Forces Base 4-Wing Military Police.

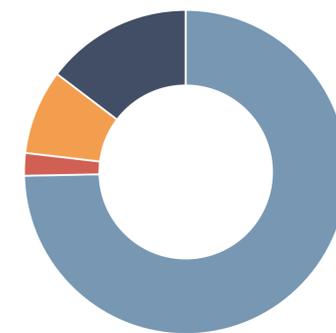
PROACTIVE ENGAGEMENT



We have observed many students rewarded with positive tickets for following safety protocols, such as using crosswalks correctly, walking their bikes, and wearing helmets.

*Ms. Jacqueline Densmore,
Principal, St. Dominic School*

2023 DAILY EVENTS



2023 CALLS FOR SERVICE



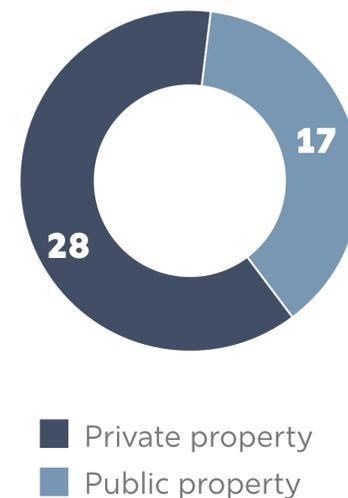
Cold Lake Municipal Enforcement

ENCAMPMENTS

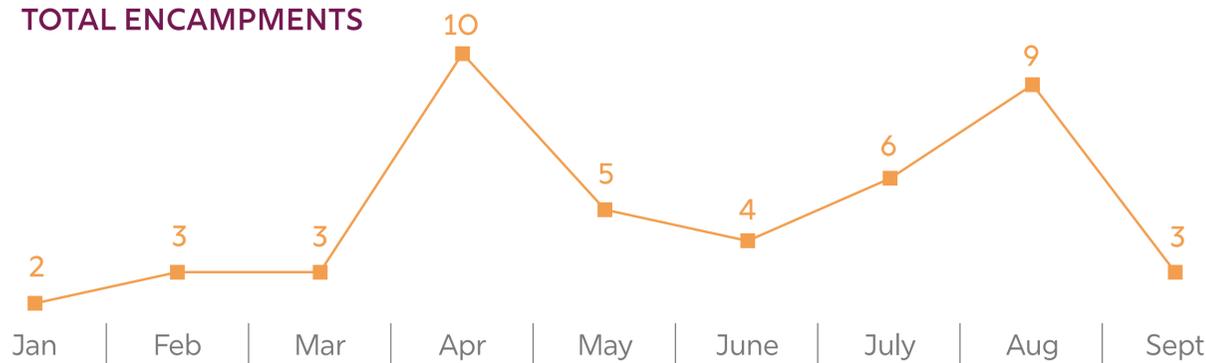
Cold Lake Municipal Enforcement, together with their partners at the Cold Lake RCMP Detachment, the Cold Lake John Howard Society and Cold Lake and District FCSS, have been working to find appropriate shelter and supports for people who have been living rough in the City of Cold Lake. A large number of these people have built encampments to seek shelter from the elements in areas that are also close enough to walk to find the services and supports that they rely on.

Encampments have been found and reported on both public and private land. These can pose significant public safety risks as warming fires can spread. Alcohol, drugs, weapons, and traps are often found in and around the encampments. About 58% of the encampments found have been through proactive efforts on the part of Cold Lake Municipal Enforcement while 42% have been reported through public complaints.

2024 LOCATION OF CALLS JAN-SEPT



2024 JAN-SEPT TOTAL ENCAMPMENTS



Having support and shelter available as an option plays a critical role in the municipality's ability to actively clean up encampments. On January 27, the Ontario Superior Court rejected a municipality's application for an injunction to remove illegal encampments because there was not enough shelter space available in the community (The Regional Municipality of Waterloo v. Persons Unknown and to be Ascertained, 2003 ONSC 670). A partnership between the social service providers and the availability of shelter space is crucial to the enforcement efforts, as this legal precedent suggests that an enforcement-only approach will not be supported by the courts.

ENCAMPMENTS UPDATES

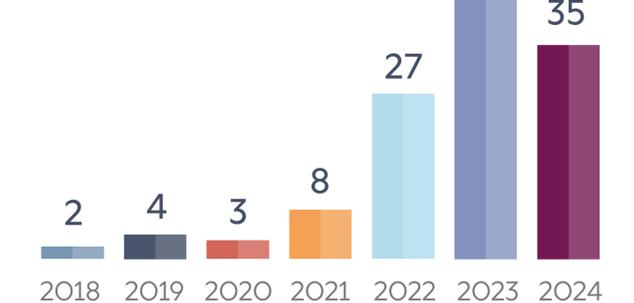


CALLS FOR SERVICE JUNE-SEPT 2024

| Month | Total Calls (all types) | Calls for Encampments |
|-----------|-------------------------|-----------------------|
| June | 198 | 7 |
| July | 215 | 10 |
| August | 222 | 8 |
| September | 151 | 5 |

COLD LAKE FIRE-RESCUE ENCAMPMENT CALLS

*2024 - Up to Oct. 10/24



2024 JAN-SEPT COMPLAINTS

25 Found by officer
20 Public calls

Cold Lake Municipal Enforcement

45

Out of 45 encampments recorded for the 9 months of 2024, there were 26 cleanups that occurred. The total weight of garbage removed was 34,972 kgs (77,100 lbs).

ENCAMPMENTS



Infrastructure

The Infrastructure Services Department oversees many of the City's core municipal services, including roads, waste, and water. The department manages most City capital projects while also managing the regional airport and Cold Lake Transit.

The City of Cold Lake's Infrastructure Services Department encompasses many different functional areas. These include Engineering, Geographic Information Systems, Water and Wastewater Treatment, Water Distribution and Collection, Waste and Recycling, Fleet Maintenance, Roads, the Cold Lake Regional Aerodrome, and Cold Lake Transit.

The City's annual Capital Street Improvement Program is the core road maintenance program delivered by the City. It is governed by a road analytics

program that uses the Pavement Quality Index of the roadways to assist the Engineering Department in determining the most cost-effective plan to upgrade, repair, and reconstruct the road system each year. Roughly \$2 million in spending annually will maintain the current state of the City's road network. The 2023 Capital Street Improvement Program received \$1,963,200 in approved funding. This is in addition to the Lakeshore Drive Improvement project, which will include a complete rebuilding of the road surface after utilities have been upgraded.

2023 CONCRETE REHABILITATION

| | | | |
|-------------------------------------|-------------------------------|------------------------------------|---|
| 8 Para ramp installations | 23.7m Separate curb | 128.3m Curb and sidewalk | 170.85m² Separate sidewalk |
|-------------------------------------|-------------------------------|------------------------------------|---|

| | | | |
|--|---|---|---------------------------------|
| 1,401m² Pavement replaced | 777.9m Concrete crack sealing | 36,291m² Slurry seal coating | 63,530m Line painting |
|--|---|---|---------------------------------|

STREET IMPROVEMENTS

- 1 26 Street from Lake Avenue to end
- 2 18 Street from 1 Avenue to 5 Avenue
- 3 5 Avenue from 20 Street to 4 Avenue
- 4 7 Street from 17 Avenue to end
- 5 20 Avenue from 8 Street to 7 Street
- 6 20 Avenue from 6 Street to Lefebvre Place
- 7 69 Avenue from Voyageur Way to Tim Hortons
- 8 52 Street from 54 Avenue to end
- 9 44 Street from 51 Avenue to end
- 10 Public Works Operations Centre Access
- 11 16 Street widening

INFRASTRUCTURE IMPROVEMENTS

- 12 Lakeshore Drive Phase 1A (Ongoing)



Lakeshore Drive Infrastructure Improvements

Due to the proximity to the lake and recent landslide remediations along the lakeshore, the replacement of the underground utilities could destabilize the embankment. Therefore, the embankment was reinforced with a retaining wall. The retaining wall will allow for the replacement of the underground utilities, and for additional green space to be created overlooking the lake. Updates will also be made to the flow of traffic, parking plan, walkability, and visual appeal of Lakeshore Drive.

- 2019 ● Project introduced.
- JUNE 2022 ● Open house updating residents affected.
- SEPT 2023 ● Open house informing residents of construction schedule.
- SUMMER 2024 ● Phase 1A completed ▪ Sheet pile wall
- OCT 2024 ● Graveling 10 St. ▪ Sidewalks 6 Ave-7 Ave. ▪ Paving 10 St.**
- NOV 2024 ● Installation of bases for street lights.
- FEB 2025 ● Arrival and installation of street lights.
- SUMMER 2025 ● Completion of landscaping along wall.
- JULY 31, 2025 ● Project completed.

Lakeshore Drive Infrastructure Improvements

The Lakeshore Drive Infrastructure Improvement Project was initiated in 2019 to improve the deteriorating underground utilities, road surface conditions, and slope along the lakeside.



PHASE 1A

CONSTRUCTION OF SHEET PILE WALL
Project cost: \$14 Million



PHASE 1B

INFRASTRUCTURE IMPROVEMENTS
(roads, underground pipes, drainage improvements)
Project cost: \$11.75 Million



LANDSCAPE ARCHITECTURAL ENHANCEMENTS
Anticipated to be completed in Summer 2025.

Public Works Operations Centre Construction

Below the Cold Lake Museums and adjacent to the Motocross track on 69 Avenue.

A new public works operations centre will be constructed to replace the existing building. The building is designed to accommodate current and future staff and equipment needs with options for expansion. The proposed location is centrally located to Cold Lake North and South and lies at the crossroads of future arterial roadway system.



SPRING 2023 ● Site development completed.

EARLY 2025 ● Anticipated construction start.



Estimated total construction cost: \$46 Million

Approved budget \$27, 535,900

2023 ID349/Debenture - \$9,000,000

2022 Borrowing/Debenture - \$11,000,000

2021 ID349 - \$5,000,000

2019 ID349 - \$1,035,900

2019 MSI Capital - \$250,000

2018 ID349 - \$1,000,000

2015 ID349 - \$250,000

Wastewater Treatment Facility Upgrade

The new facility will improve treatment performance and provide capacity for future growth. The upgrade will integrate mechanical treatment into the existing wastewater treatment facility.



Estimated completion construction cost: \$33.5 Million

Funding: \$8.78 Million in Provincial Grants

UPGRADING DRIVERS WILL ADDRESS:

ACUTE LETHALITY

Improve ammonia removal, specifically address un-ionized ammonia.

ALLOW FOR PRE-TREATMENT

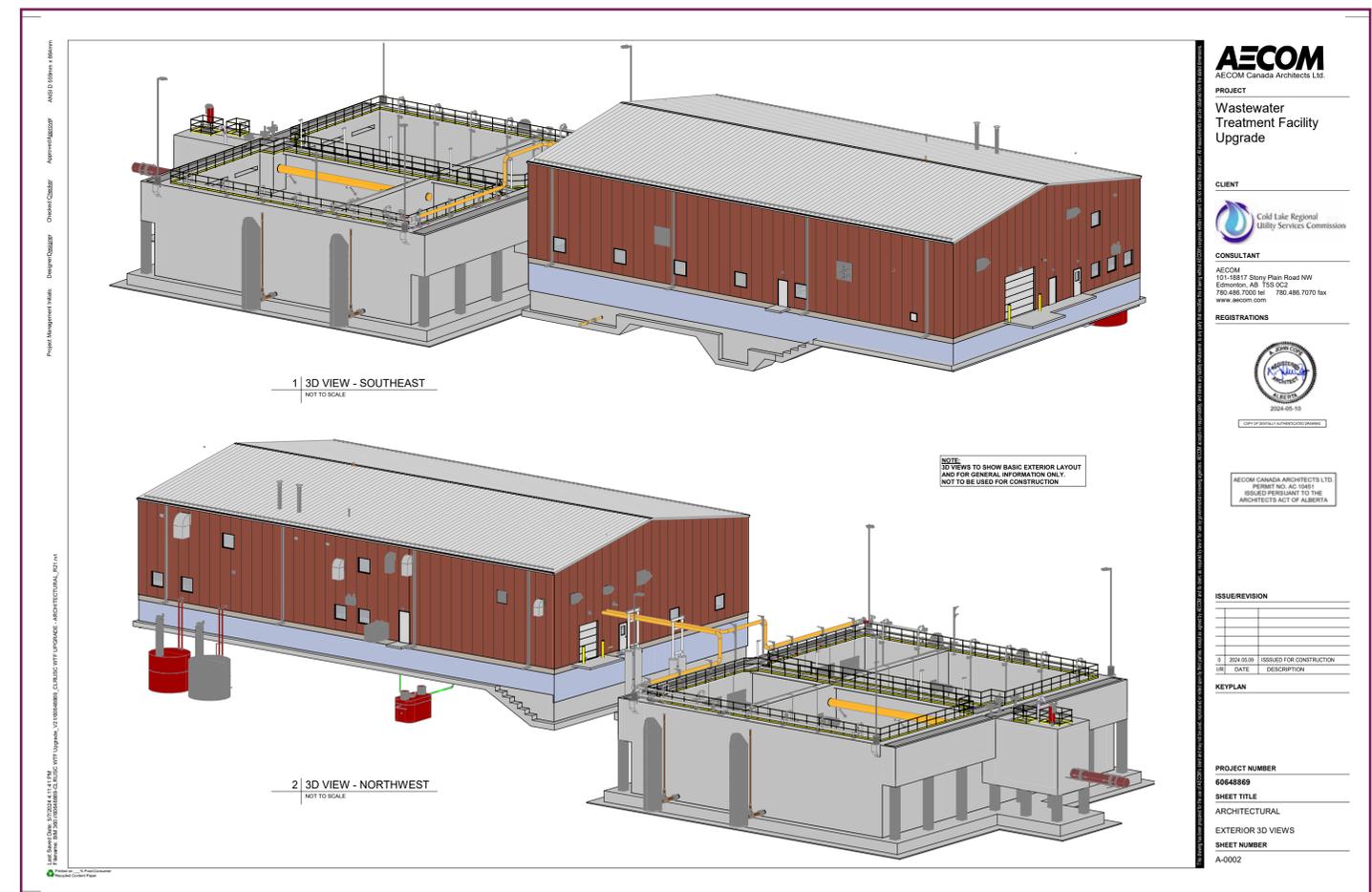
Plan for improving pre-treatment in the future to reduce maintenance and improve quality.

FUTURE REGULATORY REQUIREMENTS

Reduce TSS, phosphorous to align with potential future regulatory requirements and WQBEL (Water Quality Based Effluent Limits)

REGIONALIZATION

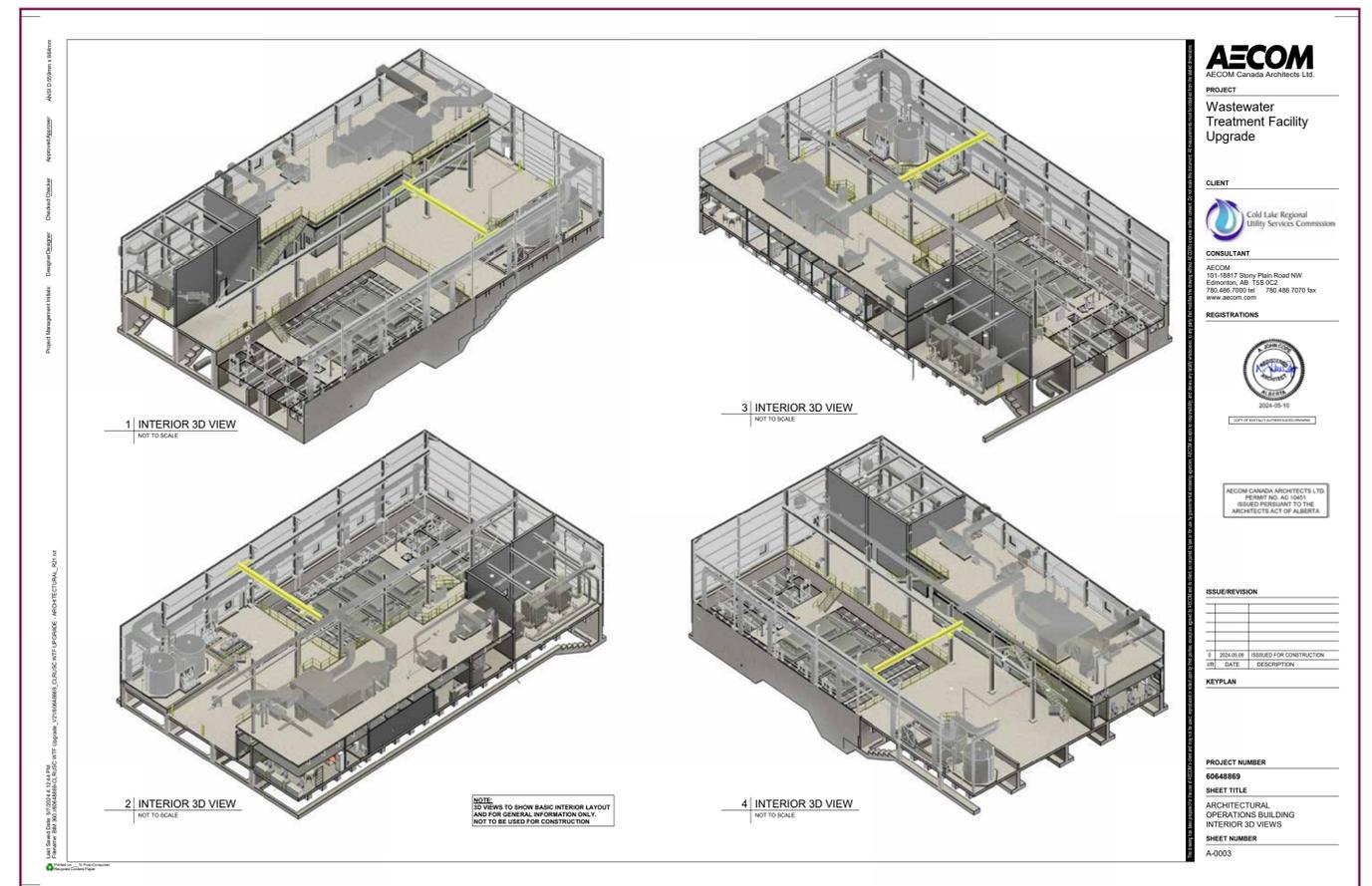
Allow for an increase in capacity and future regionalization.



Wastewater Treatment Facility Upgrade

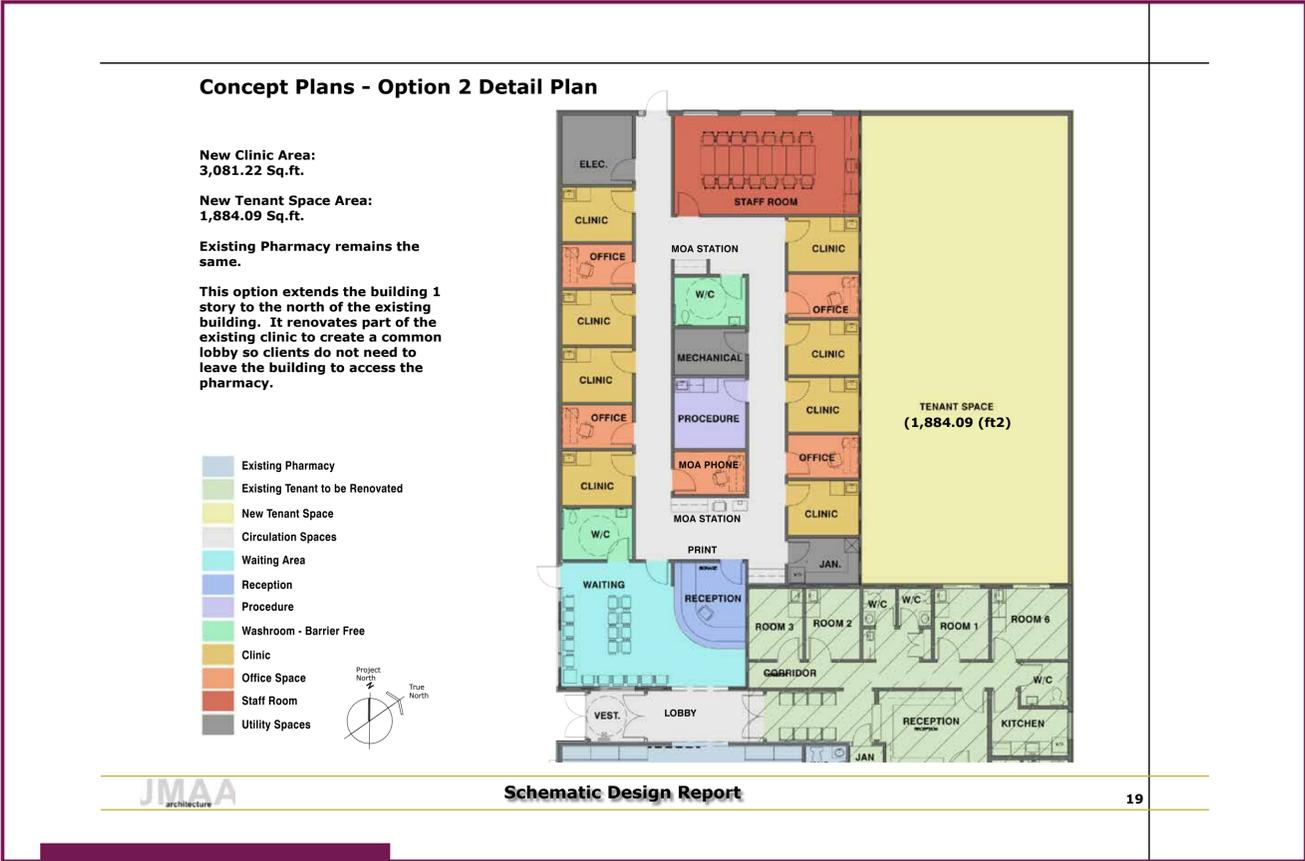
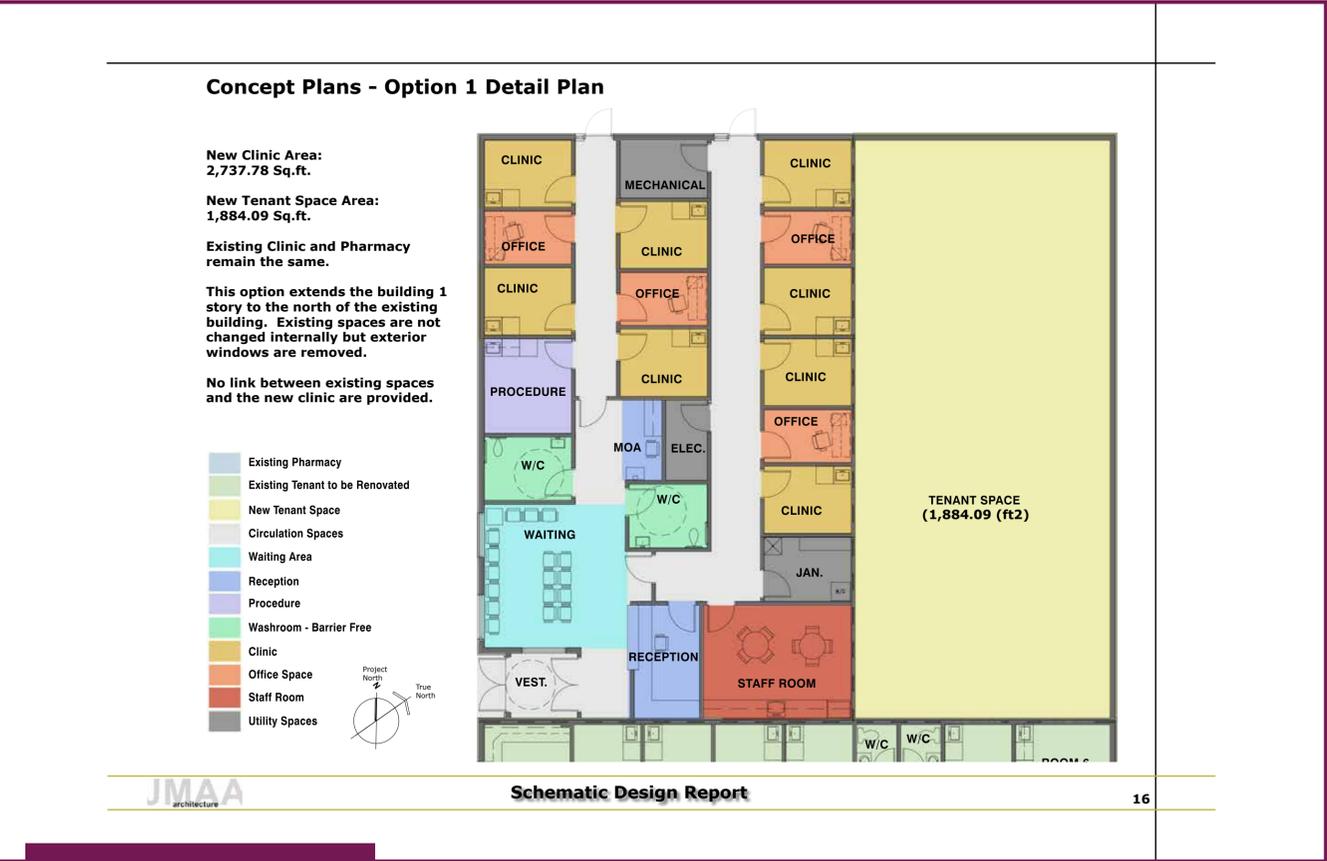
The new treatment plant will use a technology known as a moving bed bio reactor. This process uses millions of small polyethylene media designed to provide a large surface area for biofilm growth. At the same time, aeration is used to keep the media suspended in the wastewater, allowing the biofilm to do its job efficiently. The biofilm treats the water, lowering the biochemical oxygen demand, and breaking down other harmful chemicals in the process. This technology was chosen for its effectiveness and because it could be implemented in a cost-effective manner.

- 2011 ● Feasibility study
- 2017 ● Water quality based effluent limit study
- 2018 ● Feasibility study update
- 2019/2020 ● LagoonGuard™ Pilot
- 2021-2023 ● WWTF Upgrade design
- SPRING 2024 ● Rough site grading completed
- FALL 2024 ● Building and MBBR tank foundation underway**
- JAN 2025 ● Building erected
- SPRING 2026 ● Project completed



CL Medical Clinic Expansion

The City of Cold Lake established a municipally controlled corporation (MCC) to purchase a medical clinic. After nearly 20 years of work trying to expand the number of doctors available in the community, and after data collected in the 2022 municipal census showed significant concerns over access to family physicians, Council made the decision to purchase the medical clinic in the hopes that it could positively affect the availability of physicians in the community. The MCC began operations at the clinic on March 1, 2023, after rebranding the clinic as the CL Medical Clinic.



OPTION 1

OPTION 2

CL Medical Clinic Expansion

Since operations began, the clinic has expanded from two to four doctors and has been able to bring the business into positive cashflow. The clinic is also eyeing plans for expansion – both of its physical space and the services that it offers. The municipally controlled corporation is run by a board of directors, with two members appointed from Cold Lake City Council and three members at large appointed by council.

Concept Plans - Option 3 - Detail Plan

New Clinic Area:
7128.92 square feet.

Existing Pharmacy remain the same. Existing Clinic will be renovated along with an addition to the existing building.

A new exit door and vestibule will be needed on the south side of the building. This could function as a staff only entry for both spaces.

- Existing Pharmacy
- Existing Tenant to be Renovated
- New Tenant Space
- Circulation Spaces
- Waiting Area
- Reception
- Procedure
- Washroom - Barrier Free
- Clinic
- Office Space
- Staff Room
- Utility Spaces



JMAA
architecture

Schematic Design Report

22

OPTION 3

Concept Plans - Option 4 - Detail Plan

New Main Floor Clinic Area:
7128.92 square feet.

Second Floor Shell Space = 4828.25 square feet
Existing Pharmacy remain the same. Existing Clinic will be renovated along with an addition to the existing building.

A new exit door and vestibule will be needed on the south side of the building. This could function as a staff only entry for both spaces.

This option looked to add a second floor to the new addition. More parking will need to be provided to accommodate the bylaw requirements. Additional land or a bylaw variance will be needed.

- Existing Pharmacy
- Existing Tenant to be Renovated
- New Tenant Space
- Circulation Spaces
- Waiting Area
- Reception
- Procedure
- Washroom - Barrier Free
- Clinic
- Office Space
- Staff Room
- Utility Spaces



JMAA
architecture

Schematic Design Report

25

OPTION 4