



# Council Workshop

## Agenda

Leduc County Centre, Nisku, AB

Tuesday, September 14, 2021

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**1. Order - 10:00 a.m.**

**2. Department reports**

a) 10:00 a.m. Communications

i) New resident guide

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**3. Adjournment**

*✓ Attachment Provided*

*Leduc County is dedicated to serving its citizens and will create an enhanced quality of life through effective leadership, committed partnerships and open, transparent communication.*



## Report to Council Workshop Public

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### REPORT NAME

New Resident Guide

### IMPLICATIONS

**Reason:** To discuss an updated New Resident Guide with Council

**Authority (MGA section/bylaw/policy number):** N/A

**Amount of funding required:** annual printing costs will be required

**Funding source:** County Manager's Office communications' budget

### BACKGROUND

The 2021 Corporate Plan identified the need to update Leduc County's current welcome package that is sent to new residents and replace it with a guide that contains more information about living in Leduc County.

Residents who are new to Leduc County currently receive a welcome package that contains a letter from the Mayor and a Leduc County contact sheet, which includes councillor and department contact information.

The updated New Resident Guide will not be an all-inclusive guide to living in Leduc County; instead, it will offer helpful information about Leduc County programs, facilities and services and also direct residents to our website for more information.

The guide will be reviewed on an annual basis to ensure the information within it is up-to-date.

The guide will contain information on a variety of topics including, but is not limited to, the following:

#### General Leduc County information

- Welcome message from the Mayor and Council
- County Centre contact information

#### County government

- About Leduc County council (general information including the election process and council meeting schedule.)
- Who is my councillor?
  - o Seven councillors, seven electoral districts
  - o Electoral district map
  - o Councillor contact information
    - [www.leduc-county.com/meet-your-councillor](http://www.leduc-county.com/meet-your-councillor)
    - View upcoming meeting schedule at [www.leduc-county.com/council-meetings](http://www.leduc-county.com/council-meetings)

#### Leduc County facilities

- A custom Leduc County facilities map, which will highlight:

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**Submitted by:** Katherine Degaust

**Reviewed by:** Renee Klimosko

**Date:** 09/08/21

- County buildings
- Fire stations
- Parks and campgrounds
- Transfer stations
- Eco station
- Leduc and District Regional Waste Management Facility
- Bulk water stations
- Community halls
- Schools
- Arenas
- Review all Leduc County facilities online at [www.leduc-county.com/facilities](http://www.leduc-county.com/facilities)

### Emergency Services

#### *Fire Services*

- General information on Leduc County Fire Services, including the type of service (paid, on-call service)
- When you need a permit and how to apply for one
- Information on fire pits and controlled burns, including if the fire department needs to be involved
- *See facilities map for fire station locations*
- Learn more at [www.leduc-county.com/fire](http://www.leduc-county.com/fire)

#### *Enforcement Services*

- General information on peace officers and the RCMP, include contact information for Leduc County, and RCMP detachments
- What bylaws to we enforce?
- Learn more at [www.leduc-county.com/policing](http://www.leduc-county.com/policing)

#### *Ambulance*

- Alberta Health Services is responsible for ground ambulance services in Alberta. Ground ambulance services are available 24 hours per day, every day of the year.

### Utilities

#### *Recycling and waste*

- General information on transfer stations, including Transfer Station Access Cards and how to apply for one (apply online at [www.leduc-county.com/TSAC](http://www.leduc-county.com/TSAC))
- Transfer station locations
- Other waste services, including curbside waste and recycling pick up in New Sarepta, Diamond Estates, Lukas Estates and the Royal Oaks subdivisions.
- If you live in an area with curbside pick-up, apply for a waste bin online at [www.leduc-county.com.waste](http://www.leduc-county.com.waste)

#### *Water and sewer*

- What water and sewer services do we offer?
- Bulk water stations and how to apply for a bulk water access

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- Municipal water/sewer line connections in Nisku, Diamond Estates, Lukas Estates, Royal Oaks and New Sarepta
- How to pay your utility bill online
- Learn more at [www.leduc-county.com/water-and-sewer](http://www.leduc-county.com/water-and-sewer)

#### Roads

- Who is responsible for roads in Leduc County:
  - o Leduc County is responsible for the maintenance of all area range roads and township roads as well as subdivisions and non-numbered area highways. We take care of 1,734 km of gravel roads and 396 km of paved roads.
  - o The Government of Alberta is responsible for maintenance, construction and snow removal on all numbered highways, including highways 2, 19, 39, 625, 814, 616, 623, 795, 778, 770 and 622. If you have a road concern for a provincial (or numbered) highway, please contact EMCON at 1-800-390-2242.
- Winter gravelling program
- Snow removal priorities
- Road permits including road-use agreements, overweight permits (including information on farm exemption permits) and dust suppression.
- Learn more at [www.leduc-county.com/roads](http://www.leduc-county.com/roads).

#### Agriculture

- Leduc County is an agricultural community. Provide information on what to expect during planting and harvest, such as large equipment on roads.
- Weed control including responsibility to control weeds on your property.
- Wild animal control
  - o we offer pest control rentals
  - o information on common pests in Leduc County
- Learn more at [www.leduc-county.com/agriculture](http://www.leduc-county.com/agriculture)

#### Development and permits

- What is development?
  - o What do I need a permit for?
  - o How do I apply for a permit and how long does it take?
- Information on how to subdivide land
- Safety codes permits – what you need a permit for and what you don't need a permit for.

#### Property taxes

- When are my property taxes due?
- Tax Instalment Payment Plan (TIPP)
- Sign up for TIPP online at [www.leduc-county.com/TIPP](http://www.leduc-county.com/TIPP)

#### Campgrounds

- Four campgrounds in Leduc County
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- locations and seasons
- learn more at [www.leduc-county.com/campgrounds](http://www.leduc-county.com/campgrounds)

#### Recreation

- Leduc County hosts a number of recreation programs for children, youth and adults throughout the year. Learn more at [www.leduc-county.com/recreation](http://www.leduc-county.com/recreation)

#### Family and Community Support Services (FCSS)

- Leduc County's Family and Community Support Services (FCSS) provides a variety of programs and support services to enhance the well-being of individuals and families in our community.
- Programs and supports for children and youth, families, adults and seniors.
- Information on available subsidies.
- Information on Family Resource Network, including facility locations in Devon and Thorsby.
- Learn more at [www.leduc-county.com/community-family](http://www.leduc-county.com/community-family)

#### QUESTIONS FOR COUNCIL CONSIDERATION

1. What questions are you asked most often from Leduc County residents?
2. What are the top three things you believe every resident should know about living in Leduc County?
3. What are the top three misconceptions you would like to make clear to Leduc County residents?

#### ATTACHMENTS

- N/A