



WHAT WE HEARD FROM MARCH NEIGHBOURHOOD ENGAGEMENTS

*Communications & Public Engagement
May 2023*



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We humbly acknowledge that the land on which we live, learn, work and play is Treaty 8 Territory, the traditional and ancestral lands of the Cree, Dene, and unceded territory of the Métis.

ABOUT THE PROJECT

Neighbourhood Engagements are Municipal engagements sessions held at the community and neighborhood levels. These engagements are not driven by a specific Municipal project, but rather to build meaningful relationships by encouraging open and honest input and feedback from residents.

In the March Neighbourhood Engagement Series, we were able to visit 12 urban neighbourhoods and two rural communities to discuss the topics that matter to residents while providing responses to questions, concerns, and ideas from previous sessions.

EXECUTIVE SUMMARY

PARTICIPANTS

Residents from the below neighbourhoods and communities participated in the March Neighbourhood Engagement Series (NES).

1. Beacon Hill
2. Gregoire
3. Prairie Creek
4. Abasand
5. Downtown
6. Thickwood
7. Wood Buffalo
8. Dickensfield
9. Timberlea
10. Eagle Ridge
11. Waterways
12. Sapræe Creek

COMMUNICATION CHANNELS

- ✓ Engagement portal monthly newsletter
- ✓ Email invitations to previous participants
- ✓ Lawn signs
- ✓ Social media
- ✓ Mac calendar
- ✓ Entrance signs
- ✓ Rural newsletters
- ✓ Radio

ENGAGEMENT TACTICS



- In-Person Meeting



39,624

Social Media Reach

136

Engagement participants

1,100

Online Visits to RMWB Engagement Portal

KEY THEMES



TRAILS



WINTER MAINTENANCE



ENFORCEMENT



OHV



ROADS, CROSSWALKS & SIDEWALKS



PARKS & PLAYGROUNDS





OVERVIEW

BACKGROUND ON NEIGHBOURHOOD ENGAGEMENTS

This style of engagements started with the “Hear for You” session held by the Municipality after the Horse River fire. A similar style of engagement continued after the 2020 flood. The engagement team went out into the communities and neighbourhoods to meet residents where they live. This allowed the unique characteristics and views of each community in the region to be shared and supported.

In the summer of 2022, the engagement team went out into the parks of Fort McMurray with the Coffee Chats Engagement Series. In the fall of 2022 this model evolved into the Neighbourhood Engagement Series, expanding to Draper, Saprae Creek, and 12 different urban neighbourhoods. The intent was for the municipality to have a presence in each community through public engagement.

The Neighbourhood Engagement Series has seen positive results from quarter to quarter, with the number of participants steadily increasing in different neighbourhoods. Residents have thanked the engagement team for coming out to their community and for answering their questions in person.

ABOUT GROUP DISCUSSIONS

Each engagement started with a short presentation to share current engagement campaigns and municipal projects. A group discussion followed about the topics that mattered most to residents.

WE PROVIDED UPDATES ON

- Annual Policing Priorities
- Update on Reflections Park
- Bear Bins Update
- OHV (Off Highway Vehicle) opportunity to speak at Council
- Eagle Ridge Disc Golf
- Crime Stoppers
- Neighbourhood Watch

WHAT PARTICIPANTS HAD TO SAY

Drone Regulations

Transport Canada regulates drone operations across the country. You need a drone pilot licence to fly drones that weigh 250 grams up to and including 25 grams. You must be 14-year-old to get a basic licence and 16-years-old to receive an advanced licence. Learn more about drone regulations, flying and potential fines visit [here](#).

RESIDENT FEEDBACK:

What are the regional drone regulations?



Trails

To explore the trails maintained by the RMWB please visit our parks and facilities page [here](#).

Trail Amenities, New Requests, and or Trail Maintenance

Please submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you with answers, explain process and request maintenance. New amenities requests will be submitted to Administration for consideration for future planning.

RESIDENT FEEDBACK:

Interior Beacon Hill trails need lighting.

Can barriers be placed at trailheads (still leaving access for wheelchairs and large strollers)?

Could there be a proper access trail to the waterfall in Thickwood?

Who is responsible for the South Athabasca Trail maintenance, needs attention? [Can you please submit a Pulse inquiry with more detailed information regarding the location of this trail. The RMWB does not have a trail official named South Athabasca Trail.](#)

Can an environmental assessment be completed on the South Athabasca Trail around Thickwood/Wood Buffalo?

A map of the groomed trails during the winter for website. [This feedback has been provided to the appropriate department.](#)

Beacon Hill Perimeter trail paving (Getting it into the Capital Budget) [This trail currently does not have budget for paving and maintenance of a Class 1 hard surface trail. This upgrade will require capital budget approval. Feedback has been provided to Administration for future planning.](#)

Maintenance of the OHV trail from Tom Weber Boat Launch to Saprae Creek Trail (old railway bed) Pearson Dr is still waiting for repairs after the contractor damaged property after the flood. [Currently, Administration is reviewing a feasibility study for the Draper Trail. To receive updates regarding the project visit \[rmwb.ca/participate\]\(http://rmwb.ca/participate\). Residents who see safety concerns along the trail are encouraged to contact Pulse.](#)

Enforcement on Trails

Please call Bylaw, 780-743-7000 or toll free 1-800-973-9663 any time you have concerns with safety on trails. This number is monitored 24/7. The Municipality just recently approved the Off-Highway Vehicle Compliance Strategy to educate increasing enforcement. To learn more about the OHV use and staging areas visit [here](#).

RESIDENT FEEDBACK:

We need more enforcement on pedestrian trails.

Need more enforcement on pedestrian trails (safety incidents).

What can we do to pre-emptively mitigate dangers on the trails? [Residents are strongly encouraged to report dangers to bylaw with as much information as possible, including photos or license plates if available.](#)

How can pedestrians ensure their safety on trails when there are OHV/ATV on them?

Adopt a Park/Trail

All information regarding the adopt a trail or roadway can be found [here](#).

RESIDENT FEEDBACK:

Are there still honorariums for adopt a park/trail program? [We do not offer honorariums, however, if you sign up for two consecutive years, a sign will be posted at the trail or park displaying your support to our region.](#)

Questions for Fort McMurray School Board

All questions and comments surrounding schools in our municipality should be directed to the Fort McMurray School Board 780-799-7900.

RESIDENT FEEDBACK:

Can we set up a meeting with school board to discuss crosswalk safety?

SMART City/SMART Technology

The Regional Municipality of Wood Buffalo (RMWB) uses technology to enhance service delivery, provide cost savings, and increase efficiency. SMART refers to Self- Monitoring, Analysis, and Reporting Technology. By incorporating SMART technology, the Municipality can make informed decisions and deliver more effective and responsive services. From accurately charging water bills to providing ease of mind through River Breakup live streaming, the intent of SMART technologies is to strengthen the standard of living. Please visit our SMART Technology page for more information [here](#).

RESIDENT FEEDBACK:

Is the Municipality pursuing a SMART City, 15- Minute City model? [It is important to note that the term "smart" is often used to refer to the use of technology for the improvement of service delivery. The Municipality is not pursuing a "15-minute city" model nor is it actively working to become designated a "smart city."](#)

Parks & Playgrounds

Please submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you with answers, explain process and request maintenance. New amenities requests will be submitted to Administration for consideration for future planning.

To view the current parks in the region please click [here](#).

RESIDENT FEEDBACK:

Parks are geared for small children, but not youth/teens.

Will there be a park on Fontaine Cres as suggested by the mayor after the flood?

Dog Park concerns (people/dog safety, cursing, fighting (dogs & owners), clean-up (dog waste, garbage, drug paraphernalia), access (shovelings at the gate, can gate be locked "after-hours"), security (frequent drive-bys and animal control patrols), maintenance (turf is just dirt and trail is ripped up).

Kiyam Park needs outdoor eating spaces and rotating art exhibits.



Can Reflections Park fence be removed if work is not scheduled this year? [Due to ongoing OHV issues, the fence will remain.](#)

Can there be more benches/tables placed in Helen P. Park? [Not at this time. The current inventory of existing benches and tables within the park are within the standard.](#)

Roads, Crosswalks and Sidewalks

Traffic assessments and speed studies requests are reviewed and actioned on a case-by-case basis. Please submit a Pulse inquiry for a traffic team member to review your concern. Please also submit road and sidewalk maintenance requests to Pulse rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you with answers, explain process and request maintenance.

The highways and interchanges in the region are maintained by the Province. The Municipality does not have the jurisdiction to repair the road in this area. Please reach out to the Provincial contractor responsible for repairing and maintaining this roadway Emcon Services Inc. 1-800-390-2242 or Alberta Transportation 780-743-7376 with any concerns on these roadways.

Traffic assessments for roadways under Municipal jurisdiction can be requested through [Pulse](#).

RESIDENT FEEDBACK:

In general, could the sidewalks, curbs and roads be repaired consistently throughout the neighbourhood (e.g., 5' done then skip 12' and continue for another 25')?

Sidewalk disrepair @ Beacon Hill Dr.

Speed bumps on Real Martin Dr.

Can repairs be done to the curb/manhole at McCormick & Tolen?

Traffic Camera at Real Martin Dr and Thickwood gives \$400 tickets for right hand turn on a red light.

2-lane entry to community converted to 1-lane for left turning lane on exit (would like the 2-lane entry back) Real Martin Drive (Wood Buffalo).

What is involved in the traffic assessment of Real Martin Dr?

Disrepair of roads, curbs, and sidewalks.

Traffic Safety on Tolen Dr.

Can there be a traffic assessment be initiated at Tolen Dr & McCormick as crosswalks and speed restrictions are ignored?

How to request a traffic review?

Would like a traffic assessment done on the Hwy 63 / Thickwood exit interchange -would like lines repainted on the hwy. [Traffic assessment request for highways must go through the Province.](#)

Truth & Reconciliation

The 2022 [Update to A Collaborative Pathway Forward](#), the Municipality's response to the Truth and Reconciliation Commission's Calls to Action, details the work the Indigenous and Rural Relations (IRR) department has done in collaboration with not only other Municipal departments, but also Indigenous partners and communities to advance these priorities.

This report is provided online as a convenience. Please email trc@rmwb.ca for a printed version and visit the [Truth and Reconciliation page](#) for more information.

RESIDENT FEEDBACK:

What is being done for Truth and Reconciliation?

Landfill (Recycling & Trash)

For information on all things garbage and recycling please visit our [Garbage and Recycling Service](#) page. Taxation rates are set by council for household collection. Public drop offs for recyclables do not have additional charges. However, there are special handling charges at the landfill for certain items like mattresses and appliances to cover costs as they are dismantled for the recycling process. For more information on taxation and landfill rates visit [rmwb.ca – Mayor, Council and Administration – User Fees](#)

Electronics, plastics, batteries, and metals are shipped to Edmonton to various handlers of recyclable material. Cardboard and paper are also sent the same route when the baler machine is operational. A significant breakdown has rendered the baler inoperable while awaiting parts from international manufacturers.

RESIDENT FEEDBACK:

What is happening with recycling? When recycling is collected, what is happening with it? Are they recycling? How much do we pay for this?

How much do residents pay for recycling? What actually happens to recycled material?

Whatever happened to the methane gas program at the landfill a few years ago?

Unfortunately, the gas system was destroyed by the 2016 wildfire. A new design is in the works for 2024.

What happens to natural material when it goes to the landfill?

What happens to natural material when it goes to the landfill? happening with it? Are they recycling? How much do we pay for this? The landfill operates a large compost area where leaves, grass and natural yard debris is composted. Natural material thrown in garbage bins is sent to the landfill.

Waived fees for cardboard/natural material at dump. There is no charge for sorted recyclables but there are fees for certain compostable materials such as manure.

Winter Maintenance

The Winter Maintenance program was designed using feedback from residents and is aligned with the [Urban Ice and Snow Control Policy](#) approved by Council in 2016. To learn more, visit [Snow Clearing FAQs](#). Please visit the Winter Maintenance Zone [page](#) to subscribe to Winter Maintenance email alerts. For questions, suggestions, on specific roads or routes please submit a Pulse inquiry [here](#).

RESIDENT FEEDBACK:

Why can't RMWB plows get rid of windrows? Snow is plowed to the right-hand side to clear roads and keep them safe. With regular residential plowing, residents may notice small windrows accumulating along the sides of roads and at the end of their driveway.

Beginning in the 2020-21 WMZ season, crews are removing windrows that are higher than 15 cm and have been created by a snowplow in an active Subzone. Windrow removal only applies to residential streets included in the WMZ program.

Windrow removal is intended to help residents clear their driveways when a larger than normal windrow is left from a plow in an active Winter Maintenance Zone. It is still each resident's responsibility to clear snow from their driveway, including the windrow at the end of their driveway (unless it is larger than 15 cm and created from a plow in an active Zone or Subzone). This approach is modelled after best-practices from other municipalities in Alberta.

Residents are encouraged to clear snow from their driveway a short time after snowfall or road maintenance. As we live in a northern community, sub-zero temperatures are common and can make the snow harder to clear as the temperatures drop.

Residents are reminded that when shoveling driveways, sidewalks or windrows, snow cannot be placed back onto the road. Snow can be put on lawns or rights-of-way, out of the way of traffic and pedestrians.

Why is the snow mold so bad in Fort McMurray?

Why can't RMWB do sidewalk shovelling? Residents and commercial businesses are responsible for clearing the sidewalks adjacent to their property, in accordance with [Bylaw 21/010](#).

Can the sidewalk clearing around the park be pushed toward the park instead of the road (snow melt it blocked to drains and creates ice hazards)?

Why does Bulyea only get snow removal occasionally when it is a major route in the neighbourhood?

Sidewalk clearing not happening forcing people to walk on the street (safety hazard). Please report this by placing a Pulse inquiry rmwb.ca/pulse.

Snow clearing on narrow streets make it worse to get through, concern that emergency vehicles could not pass (E.g., Ermine).

How are secondary routes scheduled for WMZ?

Ticketing should not occur if slow plowing is not planned for the day.

Can a handicap sign be placed at a resident to notify snow clearing to ensure access to residence from the road is not obstructed (windrows)? This idea has been shared with the WMZ team for consideration.

Where does snow removal money go?

Signs

The Regional Wayfinding Strategy and Downtown Fort McMurray Wayfinding Plan was approved by council in 2023. These documents provide foundational elements for wayfinding in the region and developing new signage in communities and neighbourhoods. Both the strategy and plan can be found [here](#).

Damaged or missing signs can be reported to [Pulse](#).

RESIDENT FEEDBACK:

No parking signs or permitted parking requested around Wood Buffalo park.

There is a mysterious billboard outside Anzac, covered in blue plastic. The same billboard exists outside of Edmonton. What is this?

Could additional signage be posted at the boat launches that the ramps are for loading and unloading only, not fishing or foot traffic?

Can Longboat Landing get a community sign?
 Neighbours would like a Longboat Landing sign.
 Centrefire Place Sign.

Planning & Development

[Area Redevelopment Plans \(ARPs\)](#) provides a roadmap for the revitalization and development of a specific area. This coordinates and sets out policies and other programs for guiding the redevelopment of a community.

[Area Structure Plans \(ASPs\)](#) form a detailed framework for the subsequent subdivision and development of an area of land. They describe the sequence of development proposed for the area, the land uses, the density of population in the area and the general location of transportation routes and public utilities.

A new [Municipal Development Plan \(MDP\)](#) is being drafted due to numerous changes in the local environment including social, cultural, and economic factors. It includes a new vision and six goals that reflect regional priorities. Public engagement on the MDP occurred in three phases from September 2020 – March 2022. The draft plan resulting from engagement feedback - and other determining factors - needs to be approved by Council.

RESIDENT FEEDBACK:

Are there any new subdivisions going up in the city? If so, the streets should be wider.
 Will Park Ave connect to Saline Creek Tr?
 Could there be a designated parking lot for the industry workers from southern communities?
 More clear and understandable communication around re-zoning (why and where) E.g.,
 What determines the neighbourhood boundaries?
 Dunvegan closing was terrible for community.
 Lack of progress in Parsons (development/construction).
 Will there be any more development in Parsons?

Gardening in the RMWB

If you are interested in or have questions about RMWB community gardens, please email contact.parks@rmwb.ca. They can assist you with beginning the application process, finding an open plot, or reserving the next available spot. As part of the application process, you must review and complete a Community Garden Program Outline and Expectations and Community Garden Waiver, which can be found online [here](#).

RESIDENT FEEDBACK:

Moving and expanding the garden boxes.
 Can the garden boxes be moved away from the washrooms?
 Can we get more garden boxes?

Transit

If there is an issue with the heating or electricity at a bus shelter, please submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you with answers and request maintenance.

RESIDENT FEEDBACK:

Heating/electricity of bus shelters.

Buses to have front/rear dash cams, in cooperation with CAPTURE program (drivers are darting in front of buses at least five times daily).

Enforcement

Please call Bylaw, 780-743-7000 or toll free 1-800-973-9663 any time you have concerns with safety, this number is monitored 24/7.

Details are especially important when calling to report an enforcement concern, please collect as much as possible. When feasible, please avoid placing anonymous inquiries, your privacy will be protected, and the officer will not reveal the name of the person lodging the complaint.

Animal Control

The role of Animal control and information on pet registration, can be found on the [Animal Services web page](#).

RESIDENT FEEDBACK:

Role of and process for animal control

How do we register our pets? Residents can register their pets online at rmwb.ca/bylaw.

What do we do when there is an unsafe animal roaming in the neighbourhood?

Crime

If you have information on any crime, please call your local Police Detachment non-emergency complaint line 780-788-4000, Crimestoppers or 911 in case of any emergency. More information can be found [here](#).

RESIDENT FEEDBACK:

Crime and undesirable people/activities on the hill.

RCMP patrols after midnight requested.

Can RCMP patrol after midnight?

Block Parent.

CAPTURE program (RCMP described program)

Neighbourhood Watch.

Bus shelter vandalism.

Bylaw

If you wish to report a bylaw violation, call Pulse at 780-743-7000. All bylaws information can be found at rmwb.ca/bylaws.



RESIDENT FEEDBACK:

WHAT WE HEARD ABOUT MARCH NEIGHBOURHOOD ENGAGEMENTS



Why are the Tow Trucks idling all night on the road?

Community Standards Bylaw Complaint process and proposed changes.

On Street Parking of Saprae Creek, Beacon Hill Anzac vehicles catching industry buses for the day/night shift.

Extended Idling Tow trucks.

Can the Photo Radar vehicle park in the Beacon Hill School zones a few times a month?

OHV

OHV use is regulated by municipal bylaws. These bylaws are in place to outline designated staging areas, enhance safety for both OHV users and residents, and to highlight the responsibilities of OHV users. Officers will be checking for OHV violations with a broad range of fine amounts. More information can be found at rmwb.ca/OHV

RESIDENT FEEDBACK:

Quads on the greenbelt

How can pedestrians ensure their safety on trails when there are OHV/ATV on them?

How can we get the quadding to stop behind my house?

Would like to see a reassessment of fines (stiffer) for OHV use and Community Standards.

Vehicles often using Hinge Rd for drifting vehicles making it unsafe for children to play.

OHV traffic in Birchwood Trails and on the South Athabasca trail (along the southern edge of Thickwood/Wood Buffalo).

Could there be an OHV mailout (to everyone) reminding residents of the bylaws, staging areas, and safety hazards of operating in Urban Service Area?

OHV use in neighbourhood.

OHV deterrents are needed on the berms and in Lions Park.

Will bylaw follow up if they see OHV tracks leading to a house from the trails.

Enforcement on Trails

Please call Bylaw, 780-743-7000 or toll free 1-800-973-9663 any time you have concerns with safety on trails. This number is monitored 24/7. The Municipality just recently approved the Off-Highway Vehicle Compliance Strategy to educate increasing enforcement. To learn more about the OHV use and staging areas visit [here](#).

RESIDENT FEEDBACK:

We need more enforcement on pedestrian trails.

Need more enforcement on pedestrian trails (safety incidents).

What can we do to pre-emptively mitigate dangers on the trails?

How can pedestrians ensure their safety on trails when there are OHV/ATV on them?

Beautification

Wood Buffalo boasts many beautiful parks and trails for residents to enjoy. The [Parks and Recreation Bylaw No. 00/078](#) has been put in place to preserve the integrity of these spaces so they can be enjoyed by all residents for years to come. A formal process is in place that supports installation in central and main collector/areas that also support goals of Council's Strategic Plan such as downtown visualization.



RESIDENT FEEDBACK:

Could properties now owned by the RMWB be maintained/ mowed, specifically on Lower Cliff Alley, Cliff Ave, and High Ave?

Has the Lawn Maintenance been contracted for 2023 season and is Lower Cliff included in the scope of work?

Unkept Municipal and Private Properties.

Could the flowerpots on the meridians go down Thickwood Blvd?

Could the graffiti on the backside of Save On Foods be removed? Graffiti removal on private property is the responsibility of the owner. Call [Pulse](#) for advice from subject matter experts on removing graffiti from your property and to receive a graffiti removal kit.

Flood Mitigation

The Flood Mitigation Program, as approved by Council, is at various stages of completion and is a major priority for the Municipality and residents. The Municipality is continuing the use of temporary and interim operational measures while permanent measures are being completed and continually enhances plans based on lessons learned. The current status of the Flood Mitigation plan can be found at rmwb.ca/floodmitigation. All flood insurance questions should be directed to their insurance provider.

RESIDENT FEEDBACK:

Status of flood mitigation and any adjustments based on new recommendations for Draper. Proposed recommendations for Draper Flood Accommodation do not have any direct impacts on the Flood mitigation Program as they are two separate projects with independent objectives. It is anticipated that updates related to Draper Flood Accommodations will be presented to Council in July 2023 for their consideration.

Can there be a rendering of what the flood mitigation work will look like once complete? Several components of the flood mitigation program are complete and can be viewed in the community (i.e., Reaches 1 - 4, 9 and 11); however, Reach 9 is pending landscaping, Reach 11 is pending landscaping and road work. Reaches 5, 8 and 10 are under construction. And designs for Reach 6 are still being reviewed by decision makers. Regular updates can be found at rmwb.ca/floodmitigation. Renderings for some portions of Flood Mitigation are available, though they may not exactly reflect the final project designs. To avoid confusion, renderings have not been shared publicly.

Can repairs be done to the curb/manhole at McCormick & Tolen? Please submit a [Pulse](#) inquiry when requesting repairs in the Municipality, the more details provided supports quicker response and maintenance. We need more specific information on this request as there are manholes on Tolen Drive, and there are manholes on McCormick drive between Bulyea and Saline Creek Drive, but not at the location referred to, unless referred location is the manholes in the greenspace on Tolen Drive.

Could there be regular updates to the Flood Mitigation Page on the status of construction? Regular updates are made to the Flood Mitigation page as new information becomes available. In addition, Administration makes quarterly updates to Council during Council meetings and residents are welcome to attend the meetings or watch online at rmwb.ca/council

How is the 1:100 vs 1:200-year flood level determined for the height of the berms? The 1:100 and 1:200-year flood levels are determined using modelling that incorporates years of flow monitoring on the rivers, surveys of the rivers themselves, and more. As a backcheck, the models are also compared against data for previous floods.

What is the design for Reach 6? The design has not been chosen yet. Design options and feedback from residents have been given to decision makers for further direction. Residents still have flood insurance concerns as the 1:200yr mitigation is required.

Egress and Access Roads

For questions about egress and access roads please submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team members that can support you with answers, explain process and request maintenance.

RESIDENT FEEDBACK:

Could Cliff Ave be blocked off to vehicle traffic by adding a gate and access keys are provided to the property owners on the hill?

Old access road in Abasand now has barriers. If there is an emergency, these barriers would impede escape. Residents feel "locked in".

Why are there barriers on access roads?

Community Halls

For questions regarding community halls or a new amenity please submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team members that can support you with answers and updates.

RESIDENT FEEDBACK:

Could the new community hall be added as a standing item to the Land Admin meetings as an ongoing consideration of possible locations?

Status of the new community centre in Sapræe Creek.

Construction

There are three online tools to help you navigate construction season in the Municipality:

1. Visit rmwb.ca/construction to view construction notices by neighbourhood or community
2. Check out the [Construction Map](#) to see what work is happening and where.
3. [Sign up](#) to get construction updates sent to your email.

To request an inspection from construction impacts, fill out the online form or call [Pulse](#). <https://forms.rmwb.ca/Permits-and-Development/Inspection-Requests>

RESIDENT FEEDBACK:

Is there a final inspection by the RMWB after a contractor finishes a job (after deficiencies)? There are multiple inspections. From a contractual standpoint, there is a Substantial Completion Inspection, which means that the project is usable for its designed purpose, though there may be some deficiencies like landscaping, etc. Then there is a Final Completion Inspection, which is to say that the project is complete as per the contractual agreement, and then there is a Warranty Inspection, where the Municipality could go back during a given timeframe (e.g., 2 years) to see if there are any deficiencies with workmanship or materials. Those are the three formal inspections, but the Municipality can go in and conduct any number of inspections in between those formal inspections.

Can the construction door knockers be designed thinner (too wide to hang on the door)? Yes, the next production of door knockers can be designed in a small size.

Questions for ATCO

To report a street light issue, fill out the form on [ATCO's web page](#) or submit a Pulse inquiry rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you with answers and request maintenance.

RESIDENT FEEDBACK:

Streetlights at Silin Forest Rd & Signal Rd have not been working for a long time, encouraging the graffiti and other undesirable behaviours.

EMS

In 2021, the Government of Alberta put Wood Buffalo, Red Deer, Lethbridge, and Calgary on the centralized EMS dispatch system. For the health and safety of all Albertans, the Mayors of these four regions continue to advocate to the Provincial Government and Alberta Health Services to return local dispatch for a stable and integrated service. The mayors are inviting all Albertans who may have experienced delays, or a degradation in service since the consolidation, to share their stories. Albertans can do this by informing Alberta Health Services, the Government of Alberta and continue to call on the Premier to step in and return emergency dispatch services to local jurisdictions.

RESIDENT FEEDBACK:

EMS dispatch (centralized, national trend away from regional/local call centres).

Procurement

Learn more about the RMWB's procurement practices by visiting rmwb.ca/procurement.

RESIDENT FEEDBACK:

Local procurement policies/practices.

Why can't RMWB do a similar process for local contractors as we do for people applying for CiP (Community Investment Program) grants (i.e., walking them through bid to ensure they are more successful)? This feedback has been shared with the procurement team.



Community Group

The forms and steps for incorporating a non-profit in Alberta, <https://www.alberta.ca/starting-a-non-profit.aspx>. The municipality also offers a Community Impact Grant for registered non-profit organizations to deliver programs, projects and events that improve the quality of life for residents in the region. Learn more at rmwb.ca/cip.

RESIDENT FEEDBACK:

Residents expressed interest in how to start a Community Group besides a Facebook page.

Fire Smart

There are a number of Fire Smart projects currently taking place throughout the region. The entire 2022 RMWB Wildfire Mitigation Strategy can be found [here](#). Please submit a Pulse inquiry with any concerns regarding slope stability, rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team member that can support you.

We also recognize the smell and sight of smoke can be unsettling for residents. The following resources are available for support:

Mental Health Helpline: 1-877-303-2642

Some Other Solutions Crisis Line: 780-743-4357

RESIDENT FEEDBACK:

Fire Smart concern behind Ermine/Hillcrest with deadfall & debris

Concern for fires in the wooded area between LBL & the river (smell of smoke is a trigger for residents).

Also concerned for the slope stability in this area, post wildfire & Fire Smart the trees are no longer there to provide wind erosion protection.

GIS

If you have any questions, concerns, or suggestions regarding the RMWB GIS, please email the RMWB GIS team here: GIS.REQUEST@RMWB.CA. A GIS web map tutorial can be found [here](#).

RESIDENT FEEDBACK:

Review of map created by GIS (RMWB property/2020 property/resident property).

Social Media Policy

To view our social media policy please visit our social media page.

RESIDENT FEEDBACK:

OHV WMZ Turning off comments on RMWB FB.

Why did RMWB turn off comments on FB (OHV)?

NEXT STEPS

Engagement findings will be shared with the public, Administration and Council. Neighborhood engagements will continue by visiting communities throughout the year. To learn when we are coming to your community next subscribe to rmwb.ca/participate/NES.

We encourage you to continue using your voice to make our region even better by learning about all current projects. Visit participate.rmwb.ca to stay connected! Thank you for participating!

WHAT WE HEARD ABOUT MARCH NEIGHBOURHOOD ENGAGEMENTS

*Communications & Public Engagement
March 01-31, 2023*

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