



WHAT WE HEARD FROM THE NOVEMBER COMMUNITY ENGAGEMENTS

*Customer Service and Engagement
NOVEMBER 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

This report contains the feedback that residents shared with facilitators at the November community engagements. These include the youth engagement held with the Christina Gordon Public School Grade 6 classes and the Neighbourhood Engagement Series session held in Timberlea.

The Neighbourhood Engagement Series features ongoing municipal engagements held in alternating urban neighborhoods on a regular basis. These sessions focus on building meaningful relationships by encouraging open and honest input and feedback from residents.

Youth engagement targets the younger demographic of the region to share their perspectives and provide input on issues that matter to them.

EXECUTIVE SUMMARY

The Regional Municipality of Wood Buffalo (RMWB) public engagement team continues to seek resident feedback on important neighborhood issues, emphasizing the importance of community insights and understanding.

In November, the Neighbourhood Engagement Series made a stop in Timberlea to hear what matters most to residents. Additionally, we collaborated with Christina Gordon Public School and their Grade 6 classes, providing support for their curriculum on government and citizenship.

PARTICIPANTS

Residents from across Fort McMurray are invited to attend any neighbourhood engagement, however, as the engagement was held in Timberlea, it primarily attracted residents from this neighborhood.

COMMUNICATION CHANNELS

- ✓ Social media
- ✓ Facebook event page
- ✓ Linked In event page.
- ✓ Electronic traffic signs
- ✓ Lawn signs
- ✓ Mac Calendar
- ✓ Email to public engagement newsletter subscribers
- ✓ Rmwb.ca/participate
- ✓ Radio
- ✓ School newsletters
- ✓ School emails to home
- ✓ YouTube ad

ENGAGEMENT TACTICS



- In-person open space meeting
- Online engagement portal with questions, FAQs, and ideas tools
- Community barbecue
- Dotmocracy
- Gamification



AWARE
29,464 times

people saw
communications and
advertisements.

INFORMED
187 times

people learned more
about these projects.

ENGAGED
121 times

people took action to
provide feedback on
these engagements.

KEY FINDINGS

Participants brought forward the following themes through conversations and online engagement tools.



**OUTDOOR SPACE
& RECREATION**



**WINTER
MAINTENANCE**



**GARBAGE &
RECYCLING**

OVERVIEW

YOUTH ENGAGEMENT

As part of the Social Studies curriculum in Alberta, Grade 6 students learn about democracy and how it is a tool that allows people to shape change in their communities. On November 27, the public engagement team worked with teachers from Christina Gordon Public School to create an opportunity to help sixth grade students develop the skills to be informed and active citizens. In all, 65 students attended the sessions which included fun activities involving LEGO creations, decorated puzzle pieces and a matching game. Together, we discussed municipal government, emphasized the importance of getting involved in the community, and learned about the students' priorities in their neighborhood.

NEIGHBOURHOOD ENGAGEMENT



In-person engagement: We met in the foyer of Christina Gordon Public School to share multiple information displays. This was a drop-in event featuring onsite subject matter experts, community barbecue and no formal presentation.



Online engagement: November 16–30, 2023.

Virtual option through online public engagement platform rmwb.ca/participate.

On November 30, the public engagement team listened to Timberlea residents and gathered insights on their neighbourhood. Fifty-four residents attended the engagement in person, with an additional two engaging online through the rmwb.ca/participate platform.

The session featured subject matter experts from Parks & Roads, Bylaw Services, and Planning and Development Services, who addressed school pickup and drop-off challenges and opportunities. Residents advocated to keep the ice rink that neighbours built on RMWB property. They also voiced their desire to see the bylaw changed regarding non-boarded community rinks in the municipality.

WHAT WE TALKED ABOUT

YOUTH ENGAGEMENT

Municipal LEGO prioritization game: What would your priorities be if you were building a budget for your neighbourhood?

Learning goals:

- Understanding that we all have different ideas, values, and perspectives.
- How working together provides Council and Administration with diverse viewpoints to help make well-informed decisions that reflect community needs.

Levels of government game: Who is responsible for what?

Learning goals:

- Services that each level of government is responsible for delivering.
- Identify the services that matter most to you.

Puzzle piece engagement: What matters most to you in your neighbourhood?

Exercise goals:

- Allow honest feedback.
- Tap into community insight and knowledge.
- Build new and existing relationships.

NEIGHBOURHOOD ENGAGEMENT

The following general questions and topics were used to prompt discussion at the neighbourhood engagement session.

What matters most to you in your neighbourhood? The public engagement team is always trying to learn and understand topics that are important for residents to provide feedback.

What we value in our neighbourhood. Take a moment and share your values. Tell us why your topic matters to you.

What are challenges during student drop-off and pickup? What are solutions for student drop off and pick up?

Construction Notice: Brett Drive Tot Playground Drainage

WHAT WE HEARD

Thank you to all residents who participated and shared perspectives on what is impacting you and your neighbourhoods. All the feedback from residents that is listed below has been shared with Council and the appropriate departments in the Regional Municipality of Wood Buffalo (RMWB) for their review and consideration. The feedback below has been grouped by topic and includes information about some of the main points raised by residents.

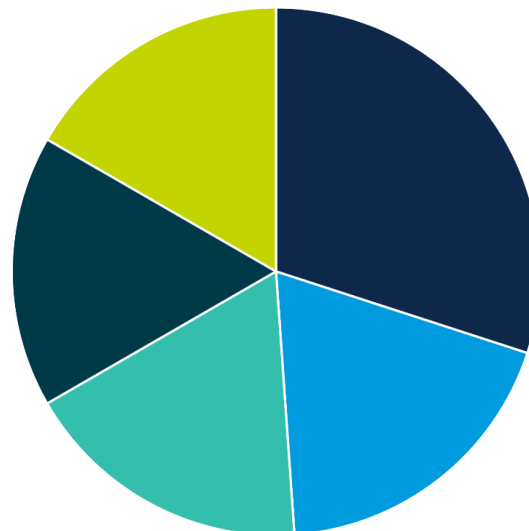
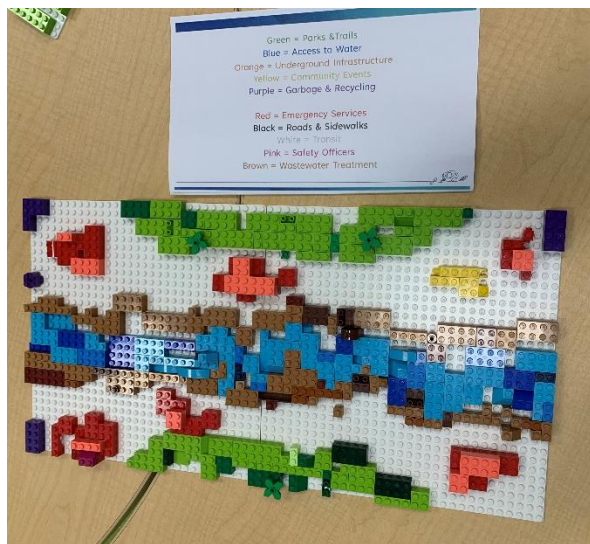


YOUTH ENGAGEMENT

The Grade 6 classes were asked to share what mattered most to them through creative LEGO builds, art pieces and dotmocracy.

Results of Municipal LEGO prioritization game

Students were tasked with constructing a municipal budget with LEGO bricks. Using the assigned colours to identify their service priorities, the top five preferences to emerge were: access to clean water, emergency services, parks and trails, community events, and wastewater treatment.

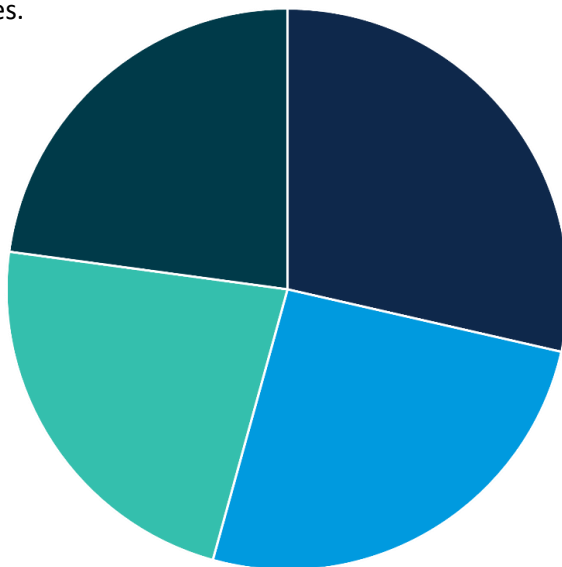


■ Access to clean water ■ Emergency services ■ Parks and trails
■ Community events ■ Wastewater treatment

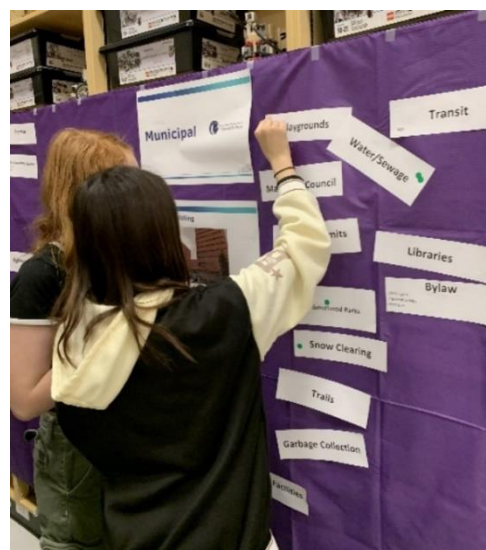
Results of levels of government game

Utilizing dotmocracy, sixth grade students identified the services that hold the greatest importance for them. Under federal jurisdiction, the top three services highlighted were passports, firefighters, and airports. In the provincial domain, the students prioritized healthcare, education, and post-secondary education as the top three services.

Concerning municipal services, the students expressed a strong interest in playgrounds, water/sewage, trails, and recreational facilities.



■ Playgrounds ■ Water/Sewage ■ Trails ■ Recreational Facilities



Across all three government jurisdictions, health care emerged as the top interest for the sixth-grade students.

Results of puzzle piece engagement

The students were asked to express what matters most to them in a creative way by decorating a blank puzzle piece. In this exercise, the top themes that emerged were outdoor spaces and recreation, family and friends, and health care.



NEIGHBOURHOOD ENGAGEMENT

Through in person conversations, the online engagement platform or discussion boards, participants shared what mattered most to them in their neighbourhood.

PARKS

Community Rinks

The Community Rinks program allows volunteers to build and maintain a temporary, non-boarded skating rink in their neighbourhood for the winter season. Residents can apply to build their own rink or request that the Municipality's Parks team assist with rink construction. The application process is now closed for the 2023-24 season.

At the Council meeting on December 5, 2023, Mayor Bowman served intent to bring forward a motion regarding community rinks for Council's consideration at the meeting on Jan. 9, 2024. For Council meeting schedules, agendas, and full meeting minutes, visit rmwb.ca/council.

- "Outdoor hockey rinks." (This was brought forward by three participants)
- "Keep our community rink." (This was brought forward by three participants)

Parks & Trails

Visit the Municipality online to explore [the parks, trails and facilities](#) maintained by the RMWB or find answers to [frequently asked questions](#).

- "Can you invite students to public works days again?"
- "What matters to me is outdoor play spaces/green spaces in close walking distance."
- "Can we have more edible trees and shrubs in public parks?"

- **Inclusive Parks:**
 - “Can we make one park in our urban area fully inclusive?”
 - “Can we avoid putting in wood chips in playgrounds?”
 - “Can we add fencing to playgrounds?”
 - “Can we have more inclusive features to playgrounds in the region?”
- **Amenity requests:**
 - “Can we have more bike trails?”
 - “Can we have more community gardens?”
 - “Outdoor waiting pool.” (Three participants supported this suggestion.)

ROADS

Visit our webpage to learn more about [roads and construction](#) in the region.

- **Accessible parking:**
 - “Can we get accessible parking on Ross Haven?”
 - “What matters to me is accessible parking stalls.”
- **Traffic:**
 - “Can the traffic lights be removed from Main St. and Clearwater drive?” Resident does not feel this is a high traffic area. “Additionally, why do we have an advanced green arrow to turn right at this signal?”
- **Winter maintenance:**
 - “How does the municipality plan for the winter? What work is done to prepare?”
 - “Winter maintenance zones frequency.” (Two participants shared this.)
- **Maintenance and safety: “**
 - “Back-alley glare ice.”
 - “Road maintenance on back roads, off main streets.”
 - “Well-lit streets.”
 - “Ice maintenance on sidewalks near mailboxes.”
 - “Cleaning walkways leading to the mailboxes.”
 - “Sharp dogleg turn on Saline Creek Parkway post Reach 11 construction.”



COMMUNITY SERVICES

The RMWB encourages community organizations, individuals and teams to apply for the municipal grants available through the [Community Investment Program \(CIP\)](#). The CIP helps social profit organizations deliver programs, projects and events, and supports cultural activities, arts and individual and team development in amateur sport. The deadline to apply for Community Impact Grant, Community Sustaining Grant, Community Capital Grant, and Games Legacy Grant for 2024 is now complete.

[The Downtown Revitalization Incentives Program](#) is now complete. This program helps business and property owners make upgrades to eligible commercial, institutional, mixed-use and apartment buildings and properties.

- “Assistance for small businesses”
- “Funding for non-profits that help children and families. (Kidsport, The Hub, Big Brothers and Big Sisters)”

BYLAW & ENFORCEMENT

The [Municipal Government Act](#) allows the RMWB to create and enforce bylaws that address the safety, issues, and concerns of residents. All bylaws are passed by Council. If you wish to report a bylaw violation, call Pulse at 780-743-7000.

If you would like to learn more about local bylaws, please visit [Bylaw and Animal Services](#).

- “Ensuring that OHVs stay off of the green belts is what matters most to me.”
- “Can we have more speed zone patrols?”
- “Theft is a concern in my neighbourhood.”

GARBAGE AND RECYCLING SERVICES

Visit the [garbage and recycling services page](#) to learn more about curbside collection and other garbage and recycling programs in our region.

- “Can we get different sizes of garbage bins? Provide a tiered system where residents would pay more for big bins and pay less for small bins.”
- “Can we work on encouraging residents to produce less waste? Find incentives for bringing out garbage bins less often.”
- **Curbside pickup:**
 - “Can we get curbside Christmas tree pickup after New Years? I do not have a truck I hate bugging people when we pay a ton every month in garbage fees.”
 - “Can we get more pickup opportunities for large appliances? Spots fill up so fast and I am unable to dispose often.”
- “Recycling matters most to me”



TRANSIT

New transit route updates came into effect on December 1, 2023. Find your route using the Transit App or Google Maps. For full route maps and schedules, visit rmwb.ca/transit. Have a question about transit? Check out [the frequently asked questions](#).

- “Can we use municipal transit buses for school trips?” (asked by three participants)

WOOD BUFFALO WATERFRONT ADVISORY COMMITTEE

The [Wood Buffalo Waterfront Advisory Committee](#) makes recommendations to Council on matters related to waterfront revitalization and provides a response to Council on all waterfront revitalization matters referred to them.

- “What matters most to me is waterfront revitalization.”

NEXT STEPS

The Regional Municipality of Wood Buffalo (RMWB) would like to thank participants for their valuable input. Engagement findings will be shared with the public, Administration and Council. The Neighborhood Engagement Series will continue with visits to communities throughout the year. Want to be among the first to know when we are coming to your neighbourhood? Subscribe to our newsletter at rmwb.ca/participate.

Have questions or concerns? You can reach out to the public engagement team directly at participate@rmwb.ca or submit a Pulse inquiry at rmwb.ca/pulse. Pulse inquiries are tracked and sent to the team members that can support you with answers, explain process and request maintenance.

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!



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