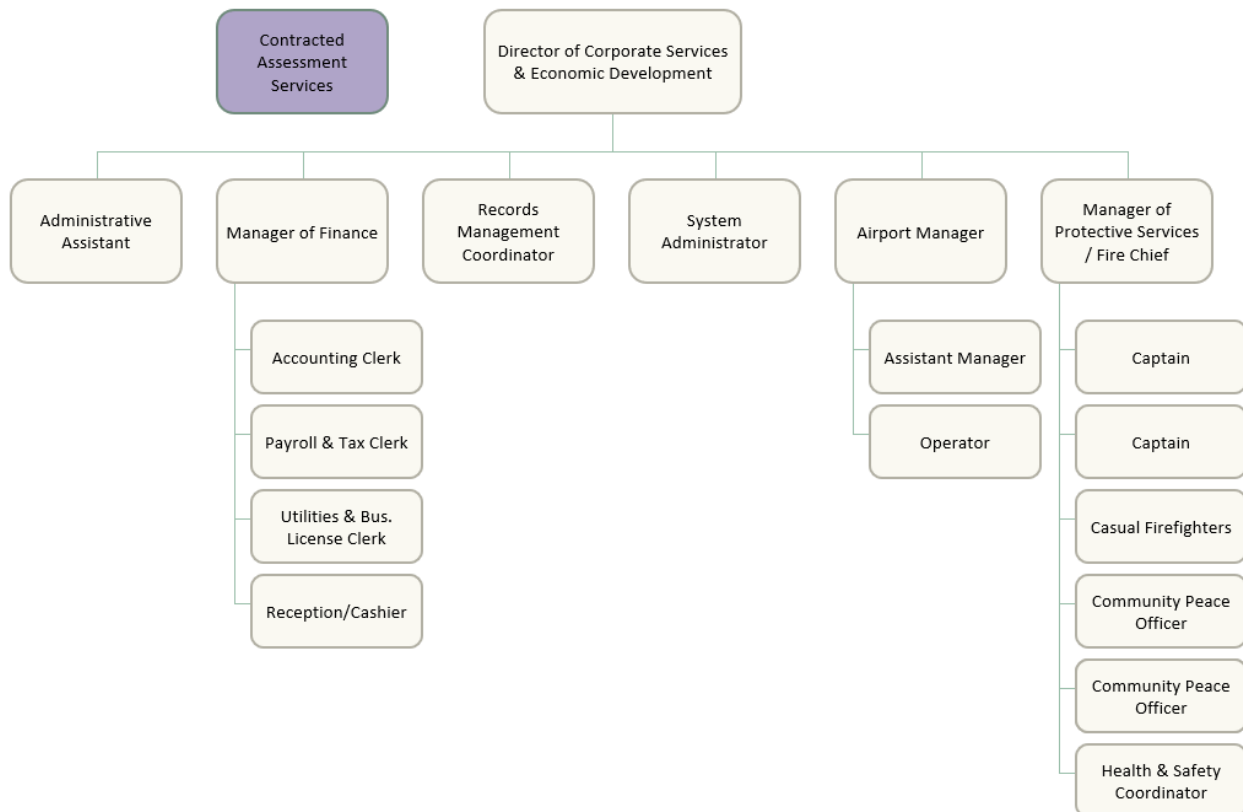


Corporate Services Department 2022 Annual Report

The department's role is to provide a variety of services to Council, residents, other town departments, and other government agencies. The roles of the department are widely varied and include the following principal activities:

- Financial services,
- Information technology,
- Records management,
- Health and Safety,
- Peace River Fire Department, and
- Other protective services (bylaw, community peace officer, liaise with RCMP.)



2022 Overview

Human Resources

The Human Resources Department provides employee and management support starting with the hiring process, continuing through employment and the offboarding process, and even provides support into retirement planning. Alongside training, personnel records management and labour relations, one of the main focuses of the department is to provide guidance to all staff on legislation, employment issues, pension, benefits and policy administration.

Human Resources also provides referrals for programs such as the Employee Assistance Program, manages Long Term Disability and Worker’s Compensation claims, as well as the Modified Work Program.

In late 2022 the department saw significant structural changes, moving from a department of one to a department of three. The HR Coordinator position has grown into the Manager of Employee Services, with support from a Payroll and Benefits Administrator and Health and Safety Coordinator. The HR Department has always collaborated with both payroll and health and safety. This change supports a move towards strengthening internal services within the organization.

Functional areas of the Human Resources department include benefits and pension administration, labour relations, policy development, training, recruitment, onboarding, offboarding, performance management, record keeping and now, the addition of payroll and health and safety. The HR Department works closely with all levels of staff to ensure a supportive and positive employee experience.



Facts and Figures

Staffing Complement (at December 31, 2021):

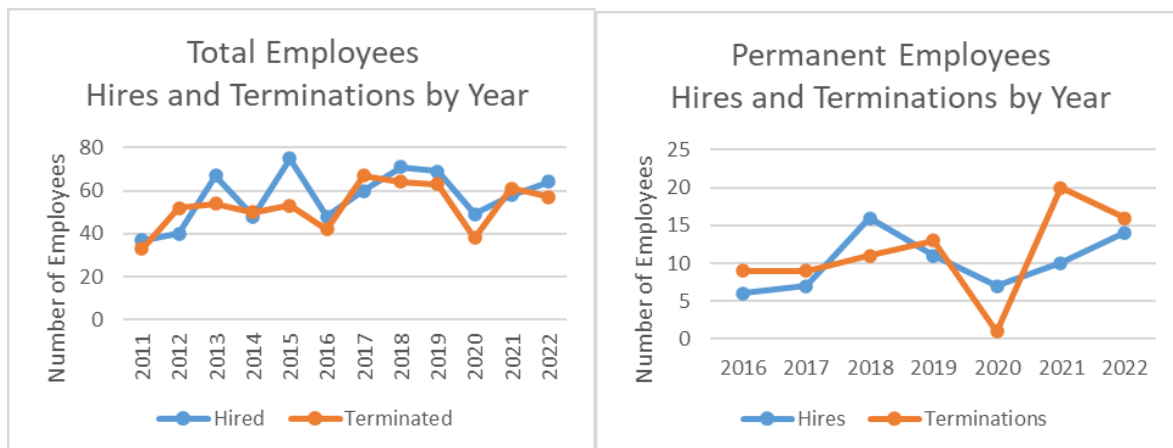
- 62 Permanent Full Time
- 6 Permanent Part Time (3.8 FTE)
- 70 Casual & Temporary

The staffing complement includes both *in scope* and *out of scope* employees in full time, part time, temporary, seasonal and casual capacities.

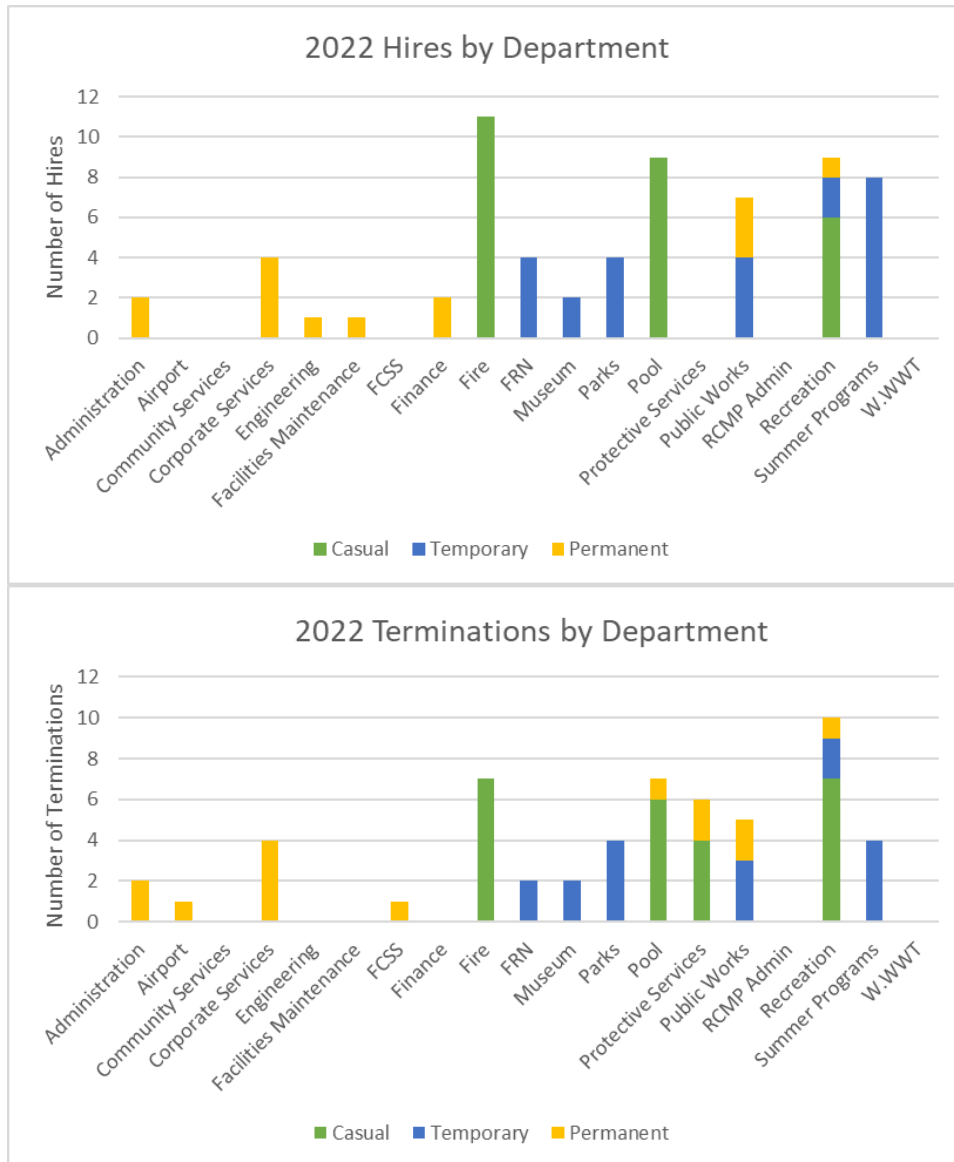
2022 Hires and Terminations

Note: The word “termination” refers to all reasons for ending employment, whether voluntary or involuntary, and includes the end of temporary employment.

This year 64 new hires and 55 terminations were processed. Of that, we had an equal number of hires and terminations within our permanent staff, which included hiring at the senior management level. The majority of staff turnover continues to be in temporary positions and seasonal turnover within our casual pool of staff.



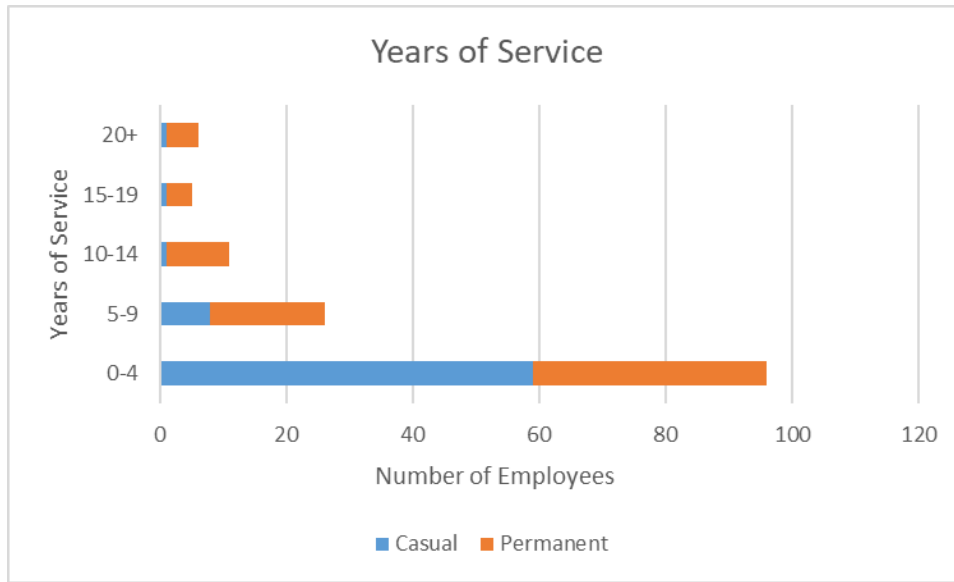
In 2022, we advertised 33 job postings. Out of those postings, we hired 14 permanent staff, 24 temporary staff and 26 casual staff.



Staffing

Every year the Town of Peace River hosts an Employee Recognition event to celebrate our amazing staff. Each year, staff are recognized for 5 year milestones. After a few years hiatus, we were able to gather as a large group with all of the team and celebrate the incredible work that municipal staff do. This year we recognized a total of 85 years of (milestone) service from our staff!

Years of Service	Number of Staff
5	5
10	2
15	1
20	0
25	1



Training

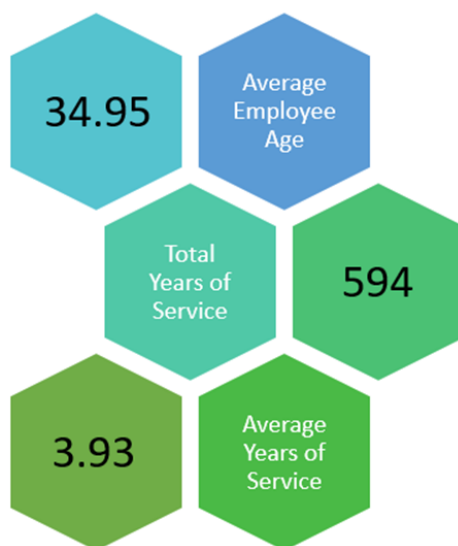
The HR Coordinator participated in a number of training opportunities in 2022, including:

- Human Rights Workshop
- CPHR Alberta: Engage 2022 Conference
- Taxable Benefits and Allowances
- Professionals in Grey Areas – How to Make Ethical Decisions

Other Significant Items

- Human Resources managed the implementation of the personnel module in Questica Budgeting Software.
- The Town participated in the Peace River Job Fair hosted by the Peace River Economic Development Committee. The HR Coordinator, Fire Chief and a member of our Public Works Team represented the Town and chatted with job seekers. The job fair resulted in 2 new hires to our Fire Department.
- The Town completed an organizational and salary review in 2022. HR provided data and information to the consultant. Recommendations from the review have started being implemented in 2022 and will continue over the next few years.
- The HR Coordinator worked with members of the Joint Health and Safety Committee to review and update the Terms of Reference to ensure OHS Compliance.

Interesting Data



Records Management

Administration

- Provided administrative assistance as needed.
- Provided cover-off as needed, including preparation of Council agendas on CivicWeb, internal meeting agendas, various internal reports, the department's annual report, and various filing.
- Assisted other positions with organizing and filing insurance and fleet management files.
- Worked on CivicWeb, developing two new meeting templates – one for Other Meetings and one for the Economic Development Committee. Assisted with other administrative duties on CivicWeb.
- Continued appointment as a Commissioner for Oaths for Town business.

Development

- Attended four Municipal Planning Commission (MPC) meetings, prepared seven agendas on CivicWeb, six minutes, and five briefing notes to Council related to adopted MPC minutes. Going forward, draft MPC minutes will go to Council for their information as soon as they are available, instead of briefing notes for adopted minutes.

Finance

- Updated the Fee Schedule Guide to July 15 and October 4, 2022.
- Generated and filed the annual and year-end assessment rolls. Printed the annual assessment roll for the public, which is available at the front office during business hours.
- Assisted with the filing of assessment appeals and preparing fee refunds for withdrawn appeals.
- Assisted the Tax Clerk with generating, preparing, and mailing the annual tax notices.
 - Total number of notices generated (incl. notices sent to mortgage companies): 3,789
- Assisted the Tax Clerk with preparation of letters regarding the tax auction.
- Assisted the Finance Manager with various tasks relating to taxes, including processing local improvement credits, submitting federal payments-in-lieu-of-taxes applications, and removing an old tax forfeiture from Town property.
- Assisted the Director with the Community Organization Property Tax Exemption Regulation (COPTER) program. Prepared a list of applicants, calculated and applied credits for approved organizations, prepared letters, prepared and submitted the annual advertisement, organized and filed applications received, and drafted a report for three new applications.
- Prepared letters throughout the year for outstanding invoices on tax certificate (tax class) and general (standard class) receivables.
- Assisted the Director with drafting the Collection Policy for Outstanding Account Receivables which was approved on September 12, 2022. Assisted with drafting a Collection Procedures Directive, which is to be reviewed by the new Director, Finance Manager, and CAO.
- Assisted with entering and posting approved account write-offs.
- Assisted the Finance Manager with organizing and filing bankruptcy-related files and preparing an ongoing spreadsheet to track submissions.

Records Management

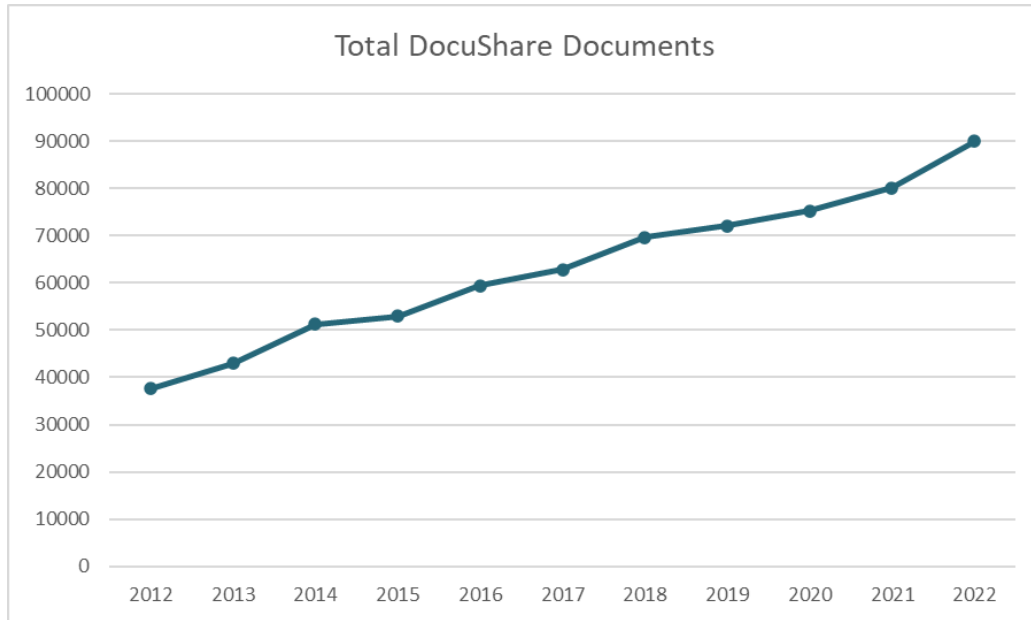
- Continued membership in the Alberta Municipal Records Management Group. This group has municipal members throughout Alberta and serves as a valuable resource.
- Completed scanning and uploading of various records received throughout the year for filing.
- Set up capital project and related financial asset files for 2022.
- Completed reviewing and re-organizing studies in the library area outside of the CAO's office. Incorporated approximately four other boxes of studies and removed those that are not specific to the town/region or are not commissioned by the Town. Scanned any that were not on DocuShare (our internal records management system).
- Assigned seventeen (17) bylaw numbers. For comparison, the number of bylaw numbers assigned in previous years are as follows:
 - Year 2016 – 21
 - Year 2017 – 20
 - Year 2018 – 25
 - Year 2019 – 24
 - Year 2020 – 15
 - Year 2021 – 28
- Assigned/updated numbering for six (6) directives and seven (7) policies. For comparison, the number of directives and policies numbers assigned/updated in previous years are as follows:
 - Year 2016 – 5 directive, 9 policies
 - Year 2017 – 8 directives, 16 policies
 - Year 2018 – 13 directives, 7 policies
 - Year 2019 – 3 directives, 9 policies
 - Year 2020 – 14 directives, 19 policies
 - Year 2021 – 7 directives, 22 policies
- Updated various orientation and training manuals related to filing and DocuShare. Updated the Filing Key with changes from the previous year.
- Updated the Records Destruction Directive, which was approved by the CAO on July 6, 2022.

- Overall, twelve (12) positions were trained relating to records and DocuShare. Positions included: Director of Corporate Services (2), Engineer 1, Customer Service Representative, Bookkeeping Contractor, Communications Coordinator, System Administrator (2), Legislative Services Coordinator, CAO, W/WWTP Manager, and Finance Manager. For comparison, the number of positions trained in previous years are as follows:
 - Year 2016 – 7 positions
 - Year 2017 – 8 positions
 - Year 2018 – 10 positions
 - Year 2019 – 6 positions
 - Year 2020 – 4 positions
 - Year 2021 – 8 positions
- Two record destructions were completed: Finance destroyed forty-three boxes of finance records; Records Management destroyed four and a half boxes of miscellaneous finance records. Destructions were completed in accordance with our Records Retention and Disposition Bylaw and related Records Destruction Directive.

DocuShare Statistics

- DocuShare is our electronic records system. It is an ongoing work in progress as we have a considerable number of records to review and digitize or destroy, as per our Records Retention and Disposition Bylaw.
- The Records Management Coordinator created 7,430 objects on DocuShare during 2022. This would include collections (file folders), documents, URL links, and notes. The amounts vary each year depending on what projects are occurring and what is coming in for filing from designated departments. While Administrative Assistants and designated positions are responsible for their departments’ filing, the Records Management Coordinator does cover portions in some areas (e.g., Planning & Development, Finance, Bylaw Enforcement).
- Overall, the net number of collections and documents on DocuShare (creations minus deletions), based on comparison of DocuShare site statistics from January 10, 2022 to January 10, 2023 are listed below. Overall, a net number of **9,851** documents were digitized in 2022 by all designated staff.

Type of Object	Net Number of Objects as of Jan 10, 2022	Net Number of Objects as of Jan 10, 2023	Increase or Decrease (-)	Percentage Increase or Decrease (-)
Collection (File Folders)	6,546	6,858	312	5%
Document	80,204	90,055	9,851	12%

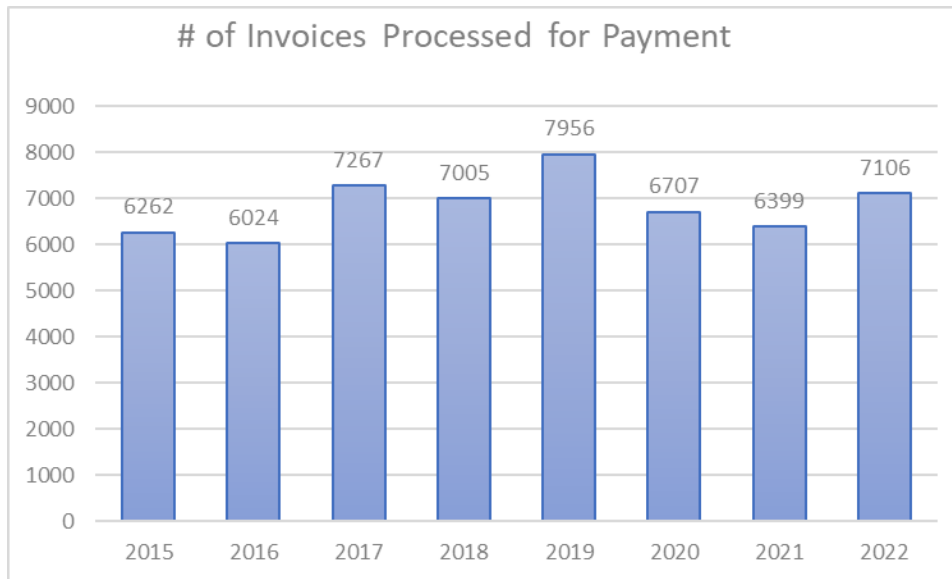


System Administrator

- Processed the Diamond Year End Payroll Update. Issues with the update related to T4s required a subsequent patch. Looking for cloud alternatives.
- Worked on Diamond printing issues.
- Worked on annual renewals for various software contracts.
- Athabasca Hall VPN and WiFi setup.
- Worked on water/wastewater communications issues with One Shot Automations.
- Worked on new VPN connection to Water filled station.
- Worked on Bridge Lighting Control System.
- Completed networking equipment upgrades for the Water Waste Treatment Plant.
- Worked on Council's and Mayor's new public phone numbers.
- Worked on ECC and visitor door badges.
- Worked on the GIS project with other staff.
- Reviewed our printing needs at the Town Office for a machine replacement.
- Setup printers/toners monitoring system.
- Implemented new IT assets management and inventory system.
- Implemented Microsoft Defender 365 for more security and efficiency.
- Prepped and began deployment of Windows 11 Image to PCs.
- Completed other IT items for the organization as needed.

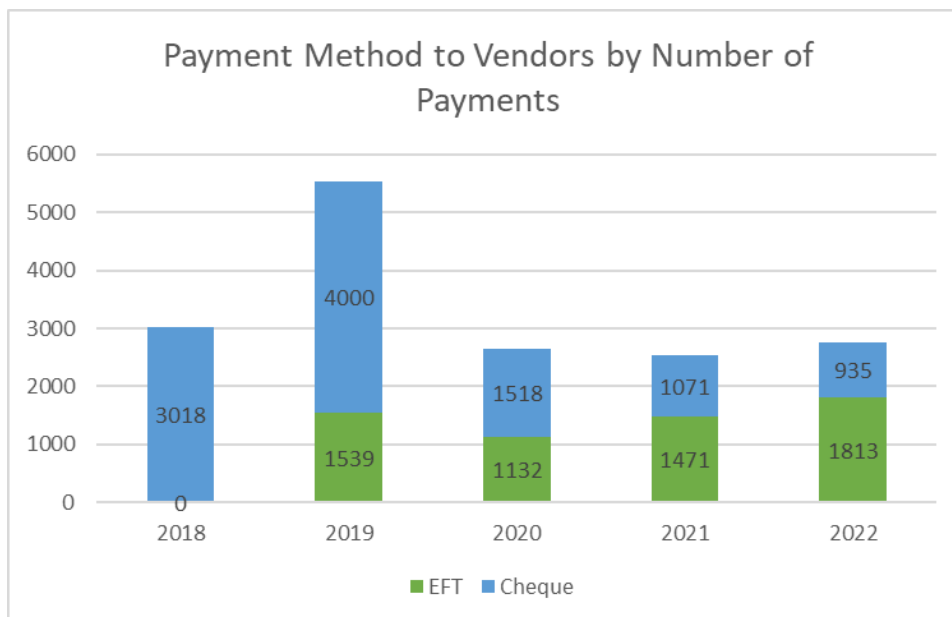
Financial Services

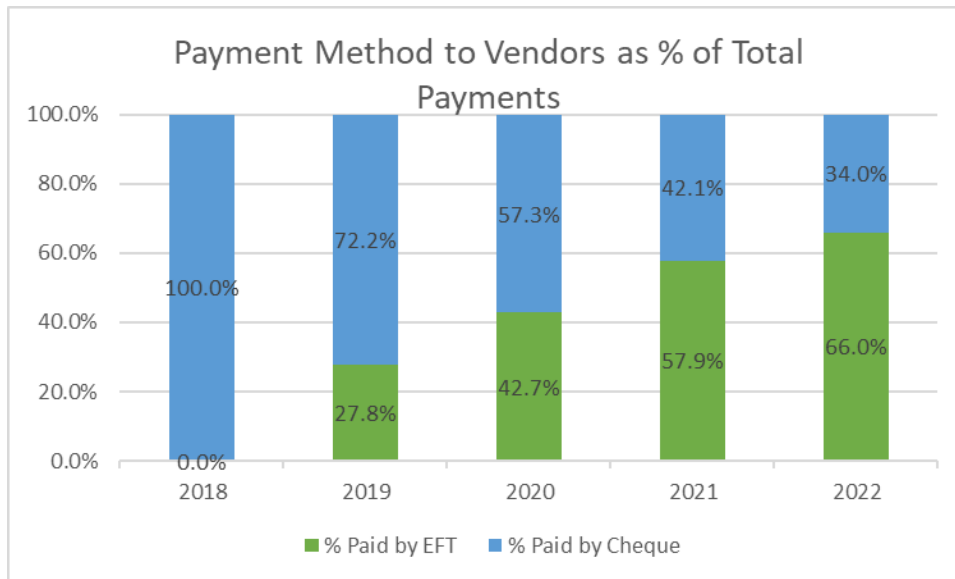
2022 was a busy year for the Financial Services Department. The number of invoices processed for payment increased after the COVID restrictions were lifted.



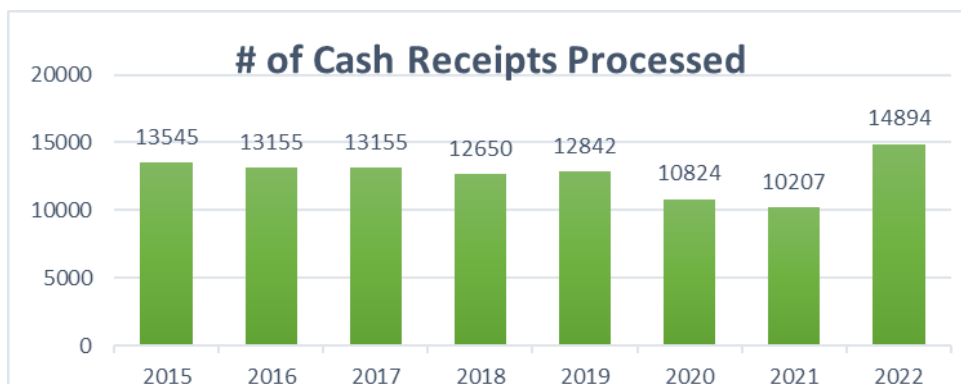
*The increased number of invoices processed for payment in 2019 can be partially attributed to wildfire assistance/reception centre costs.

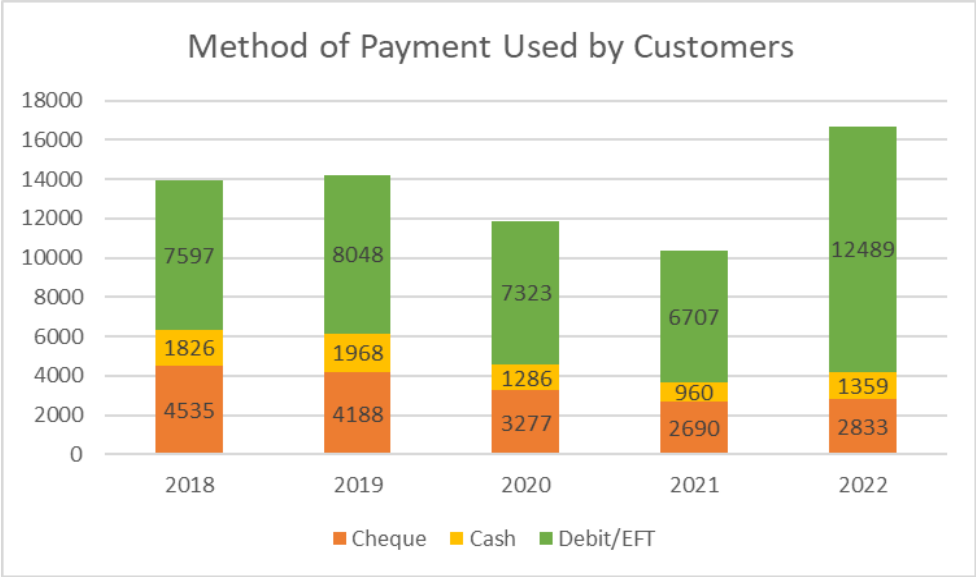
In 2019, the department started issuing payment to vendors by EFT to increase efficiency and reduce postage costs. The number of vendors opting to be paid by EFT has steadily increased over the past few years.



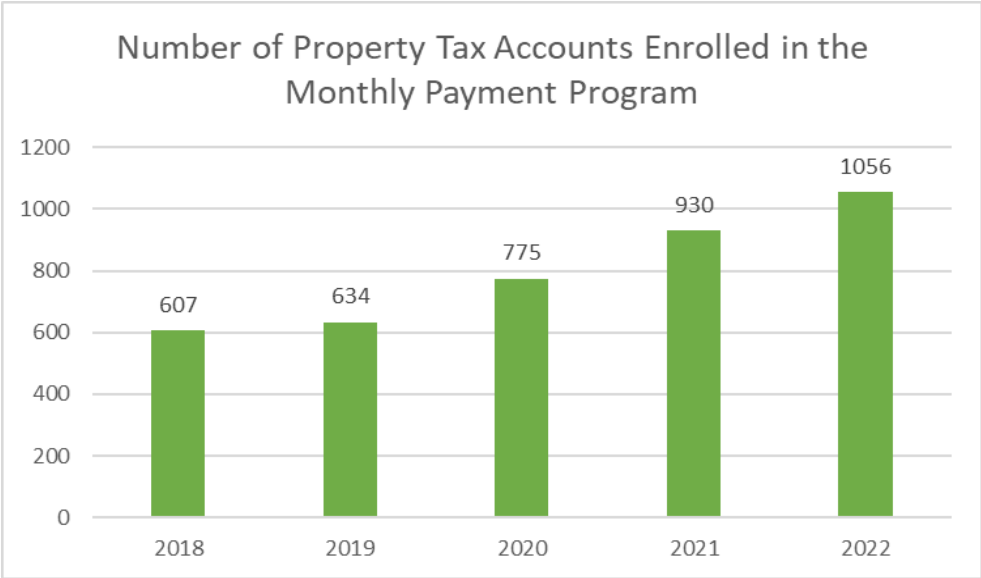


2022 also saw an increase in the number of cash receipts processed. Customers are opting for more electronic means of payments.

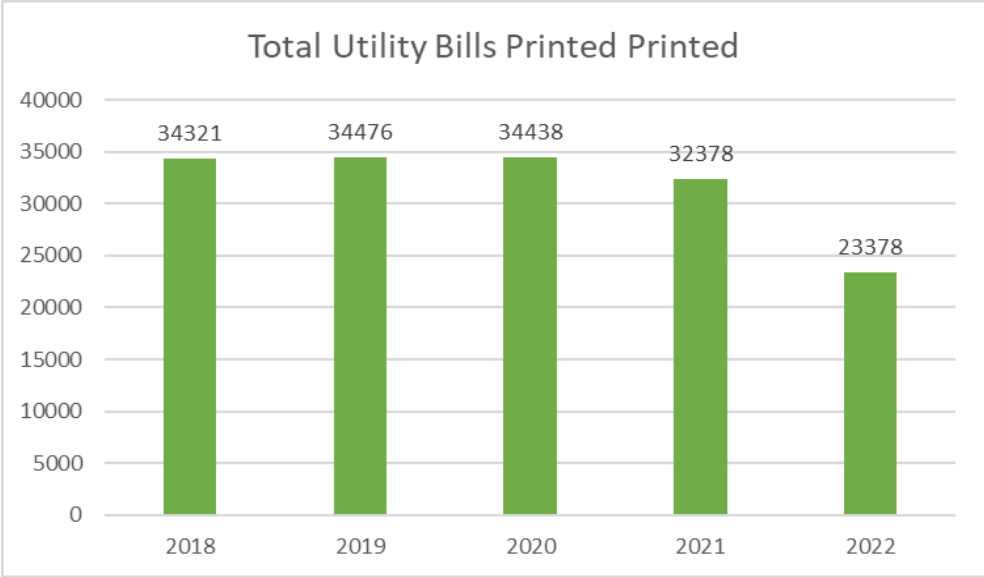




The department has also seen an increase in the number of residents enrolling in the monthly payment program for their property tax payments.



Starting in 2021, Utility customers could sign up to have their utility bills automatically drawn from their bank accounts. In 2021, there were 282 customers who opted for this service, which increased to 350 in 2022. The option of having the utility bills emailed to the customer, rather than printed and sent in the mail, was also offered in 2021. In 2021, there were 467 customers who opted for this service, which increased to 758 in 2022. As a result of this, the number of utility bills printed and mailed has decreased over the past two years.



Peace River Fire Department



CALL STATISTICS:

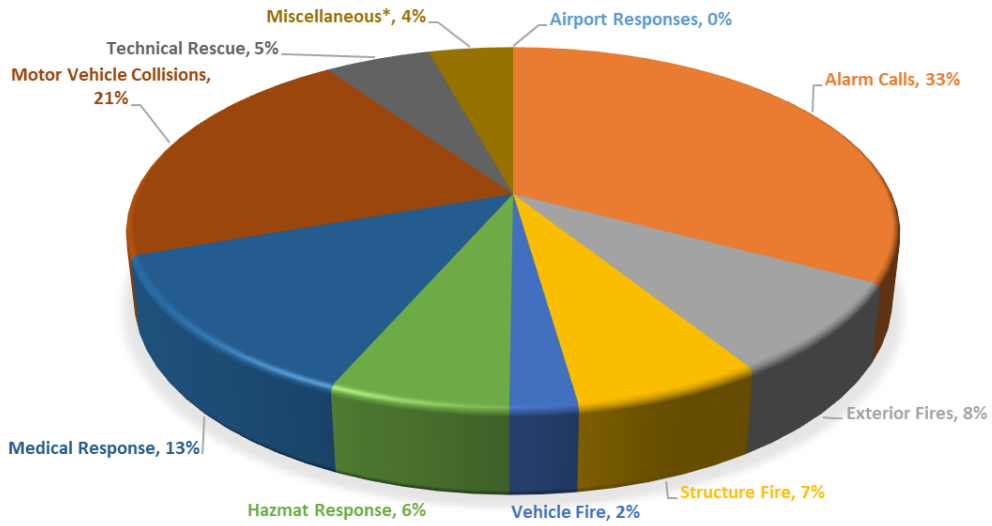
YEAR - 2022

Type of Call	Number of Calls					Number of Man Hours				
	# of calls / location			Total Calls	% of Calls	# of hours / location			Total Hours	% of Hours
	P R	CNL	Mut. Aid			P R	CNL	Mut. Aid		
Airport Responses				0	0%				0	0%
Alarm Calls	116	7		123	33%	127	7		134	8%
Exterior Fires	24	6	1	31	8%	160	63	26	249	14%
Structure Fire	18	2	5	25	7%	369	20	95	484	28%
Vehicle Fire	4	4	1	9	2%	39	13	7	59	3%
Hazmat Response	22	2		24	6%	86	6		92	5%
Medical Response	45	4		49	13%	179	5		184	10%
Motor Vehicle Collisions	58	12	8	78	21%	264	53	38	355	20%
Technical Rescue	18	1	1	20	5%	100	29	18	147	8%
Miscellaneous*	16			16	4%	52			52	3%
TOTALS:	321	38	16	375	100%	1,376	196	184	1,756	100%
	86%	10%	4%	100%		78%	11%	10%	100%	

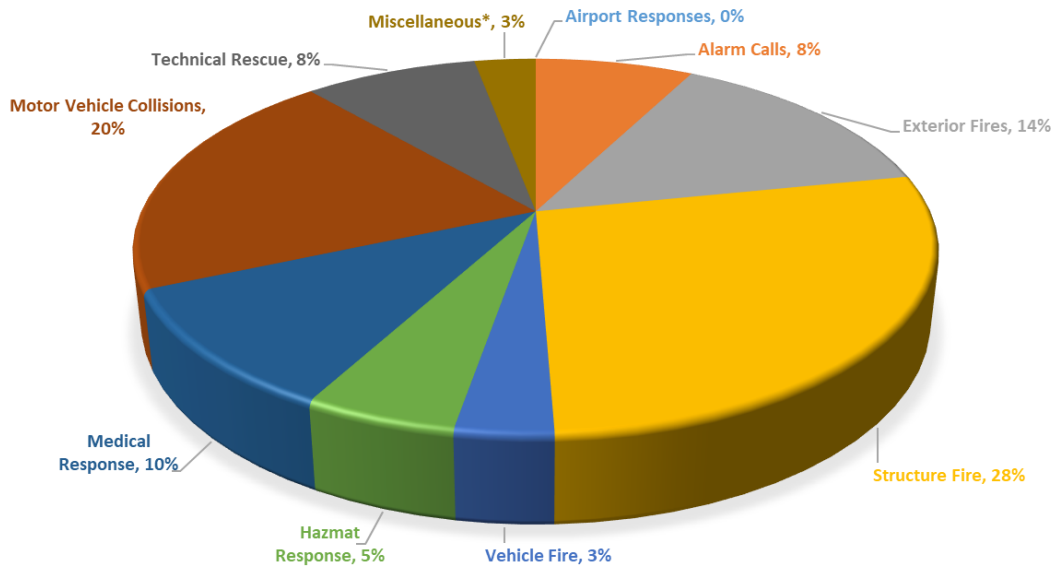
Mut. Aid = Mutual Aid response to regional Fire Departments under the Peace Regional Mutual Aid Agreement

*Miscellaneous includes: Floods, Power Lines Down, and Service Calls etc.

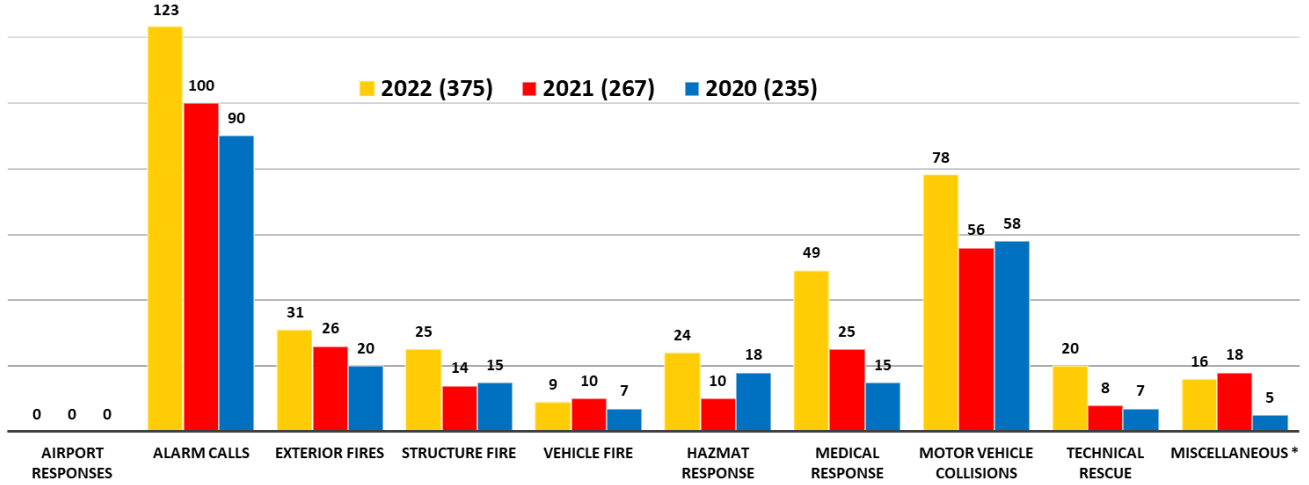
FIRE DEPARTMENT - # OF CALLS 2022



FIRE DEPARTMENT - # OF MAN HOURS 2022



FIRE DEPARTMENT - # of CALLS 2022 - 2020



In 2022, the PRFD responded to **375** calls involving **1,760** Firefighter hours

Significant Calls included:

Fires

- Structure fires can include anything from a burning pot on a stove to a fully involved structure.
 - Major structure fires included:
 - A fire in a hotel room in Peace River
 - A fire in an apartment kitchen in Peace River
 - A fully involved garage on vacant property in Peace River
 - A fully involved apartment in a building in Peace River
 - A fully involved shed in MD No. 135





- Vehicle fire responses can involve smoke coming from an engine to fully involved vehicles.
 - Crews responded to a vehicle fire in downtown Peace River that spread to surrounding grass/bush



- Exterior fires (Grass/Wildland)
 - No significant exterior fire occurred in 2022

Motor Vehicle Collisions (MVCs)

- In 2022, Peace River Fire Department responded to 78 MVCs in the Town of Peace River and surrounding areas, a 37% increase over the previous two years.
 - The majority of the MVCs involved crews assessing for and mitigating hazards, controlling traffic, removing debris and oil from road, and assisting with medical care if required.
 - Crews also performed extrication of a patient for a major MVC on the Peace River bridge in October.



Other Incidents

- Other types of Fire Department responses included:
 - Hazmat responses include responses for Carbon Monoxide alarms, fuel spills, gas leaks, odours and other hazmat responses.
 - Responding for monitored Fire Alarms – both Commercial and Residential
 - The majority of residential alarm calls were from smoke from cooking

- Searches for missing persons
- Technical rescues including; River, Ice and Elevator rescues.
 - Crews responded with the rescue boat a few times over the year including:
 - A search for a missing paddle-boarder on Figure 8 lake
 - To locate and assist an overdue boat on the Peace River
 - To rescue a person who had fallen over the cliffs on the west side of the Peace River
 - Crews also assisted the RCMP with the overland rescue of a person in the hills in the north-end of Peace River
 - In January, crews rescued 6 puppies and their mother from under a shed at a residence in Peace River.



Training

Tuesday night Training

- In 2022, regular weekly training returned to in-person training after Covid-19 restrictions eased, though there were still a few occasions early in the year where virtual training was conducted when covid cases in the area increased.
- Training that was conducted (either by in person or virtually) included:
 - Basic firefighting skills
 - Live Fire Training
 - Wildland Operations
 - Water shuttle operations
 - Pumping Operations
 - Driving Skills
 - Ice rescues
 - Boat Operations
 - Medical skills
 - Municipal Emergency Plan review and Evacuation Operations
 - Vehicle extrications (MVCs)

- Flag person training
- HAZMAT operations
- Technical rope rescues
- Radio Communications
- Town and Rural mapping
- Command Officer training
- Annual Fitness Test

Other Training

- 10 new recruits complete their Basic Training over the year and graduated into the Department at a special ceremony on December 6th.
- Members attended other training courses, externally and in-house, over the year including:
 - Air Brakes training
 - Regional All Hazards Incident Management Team Training
 - ICS Training
 - Fire Service Instructor
 - Blue Card Officer Command training
 - Elevator Rescue training
- Members also conducted Fire Extinguisher Training and Mask Fit Testing for Town Staff
- The Peace Regional Fire Conference (Northern HEAT) was held in Peace River in May after a two-year hiatus due to Covid
 - 2 days of Live Fire Training for 64 Firefighters from across Alberta
 - Hosted at the Town of Peace River Fire Training Site
 - Instructors and support staff from PRFD/CNL as well as surrounding departments (County and City of GP, High Level, Grimshaw, Northern Sunrise County, MD of Greenview, MD of Smoky River)
 - 2 days of Conference Seminars and practical training for up to 120 Firefighters
 - Internationally acclaimed speakers and instructors
 - Trade show





Fire Prevention

- 31 Fire Prevention files were initiated in 2022. These included Fire Inspections, Occupant Load certificates, File searches for Environmental Site Assessments, Fire Drill evaluations, Fire Code Interpretations and other enquiries.
- Community Fire Prevention activities resumed in 2022, including activities for Fire Prevention Week in October:
 - School visits and Fire Hall Tours for school groups, including home schooled children.



- Fire Department Open House. A well attended event that included:
 - Pancake Breakfast
 - Grease fire and vehicle extrication demonstrations
 - Fire Extinguisher training
 - Interactive Hazard house
 - Truck and Equipment displays
 - Fire Safety information



Community Events

- Community Events also resumed in 2022. The Fire Department was able to serve the community in many ways including:
 - Canada Day activities & Fireworks
 - Light up the Park (hot dogs and fireworks)
 - Santa Claus Parade
 - Seniors Fair
 - Deliveries to Seniors - delivering gifts for the Adopt-a-Grandparent program
 - Child Safety Day at the Baytex Arena
 - Marine rescue standby for the Paddle the Peace Event
 - Drive-up Birthdays for centenarians
 - School Bus Safety Awareness
 - Fire Truck visit to home of prize winner from Child Safety Day event



Community Peace Officers:

2022 saw some changes in the Community Peace Officers (CPOs) employed by the town, with some periods of vacancy and reduced staff.

Community Peace Officers provide education and enforcement services for the Town with regard to the Town Bylaws and the following Provincial Statutes and Regulations:

- Traffic Safety Act.
- Gaming, Liquor and Cannabis Act.
- Provincial Offences Procedure Act.
- Tobacco, Smoking, and Vaping Reduction Act.
- Petty Trespass Act.
- Trespass to Premises Act.
- Environmental Protection and Enhancement Act.
- Provincial Offences Procedure Act.