

**Town of Drumheller**  
**COMMITTEE OF THE WHOLE MEETING**  
**AGENDA**

Monday, November 16, 2020 at 4:30 PM  
Council Chambers, Town Hall  
224 Centre Street, Drumheller, Alberta



Page

1. **CALL TO ORDER**
2. **DELEGATIONS**  
2 - 17  
2.1 Drumheller Valley Bus Society - Presentation  
[2018-2022 Valley Bus Business Plan - Updated Aug 2020](#)
3. **REPORTS FROM ADMINISTRATION**
  - 3.1 **CHIEF ADMINISTRATIVE OFFICER REPORT**
  - 3.2 **CHIEF RESILIENCY & FLOOD MITIGATION OFFICER REPORT**
  - 3.3 **DIRECTOR OF INFRASTRUCTURE SERVICES REPORT**  
18 - 39  
3.31 Cemetery Scatter Garden Bylaw Update and Design  
[Bylaw 18.20 Cemetery Updates - Scatter Garden](#)
  - 3.4 **DIRECTOR OF EMERGENCY / PROTECTIVE SERVICES REPORT**  
3.41 Covid 19 Update
4. **PRESENTATION OF QUARTERLY REPORTS BY ADMINISTRATION**  
40 - 48  
4.1  
[Chief Administrative Officer - Q3 Report](#)  
[Communications Officer - Q3 Report + SeeClickFix Report](#)  
[Community Development & Social Planning - Q3 Report](#)  
[Manager of Recreation, Arts & Culture - Q3 Report](#)
5. **CLOSED SESSION**
  - 5.1 Drumheller Flood Mitigation - FOIP 16 (1) - Disclosure harmful to business interests of a third party  
  
Motion:  
That Council close the meeting to the public to discuss the Drumheller Flood Mitigation project as per FOIP 16(1).
6. **ADJOURNMENT**

# **Valley Bus Society**

## **Business**

### **Plan**

#### **2019 to**

#### **2022**

UPDATED AUGUST 2020

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## Mission Statement

“Valley Bus Society is a non-profit organization created to ensure that accessible transportation is available for handicapped persons and senior citizens. The operations shall be carried out primarily in Drumheller and District.”

## Objects of the Society

- (a) To promote the provision of transportation services for the mentally and physically challenged and seniors.
- (b) To receive money and funds by way of contributions, fund raising, donations, subscriptions, legacies, grants or other lawful method and to receive gifts of property of any description for the furthering of the object of the Society.
- (c) To promote the provision of low cost transportation for seniors and the physically and mentally challenged.
- (d) To provide transportation services to individuals or groups if alternative transportation is not available.

## Amalgamation of Municipalities

On January 1, 1998 the City of Drumheller amalgamated with the Municipal District of Badlands #7 to form the Town of Drumheller. This will provide a time reference for the two designations of Drumheller.

## Board of Directors

The VBS is governed by a Management Board. The Town of Drumheller has one Council member plus one Administrative member appointed as representatives, and the Benevolent Protective Order of Elks #54 (B.P.O.Elks) has one appointed representative. These three are voting members on the Board but cannot be part of the executive. The four-person executive plus two directors at large elected by the general membership form the rest of the Board. The Board meets on a monthly basis.

## Staffing

VBS employs 1 manager, 4 regular drivers, 2 dispatchers, and about 5 casual drivers. All staff is part time.

## Persons living on fixed income

Most of our clients are living on a fixed income and therefore cannot afford to pay full rates for their transportation requirements. A senior living in provincial owned seniors' accommodation and receiving a fixed pension is provided with a living grant from the Alberta Government to pay for their housing and provide them with a spending allowance of about \$300 per month. This allowance is used for items such as personal needs, medication, travel, and social activities. Persons living at their own residence are not guaranteed this spending allowance.

## Ownership of Vehicles

Through the evolution of business operations from the VBS incorporation in 1984, the VBS entered into a contract with the City of Drumheller in 1988 to operate the buses that were under the ownership of the City. The insurance, repairs, and fuel costs were paid by the VBS.

In 2007 the VBS purchased the vehicles from the Town of Drumheller at nominal cost because of changes to insurance policies requiring that only employees of the insured name, not additional named, could drive the vehicles.

Subsequently, the new policies for the Tangible Capital Assets for Public Service Bodies (related to the accounting principles of Fixed Capital Assets and Amortization) effective 2010 was also an influence with this decision.

## Historical

In 1980 the City of Drumheller contracted with a private bus company to provide a transportation system for the general public. This was a series of fixed runs on Tuesdays and Fridays using school buses. It was soon determined that this was not a suitable service as most of the users were seniors and persons with disabilities, and they had difficulty getting on and off the bus.

## Community Support

The B.P.O.Elks and the Order of the Royal Purple #109 combined their resources to purchase the first wheel chair accessible bus in 1984 to start a fleet. They turned the ownership over to the City of Drumheller to operate a service designed for seniors and persons with disabilities.

Because some grants as well as Alberta Gaming and Liquor Control (AGLC) funding are not available to municipal corporations, the potential for additional donations, as well as the lower payroll costs for non-municipal employees, it made sense to form a Not-For-Profit Society for the management of this transportation system. The Valley Bus Society was incorporated on July 3, 1984, and evolution started.

Over the years individuals, other service organizations, and municipalities worked together to purchase additional buses for the fleet. There are currently four vehicles in the fleet.

## Canadian Transportation Agency

**'Since 1988, the Canadian Transportation Agency has had a mandate to protect the human right of persons with disabilities to an accessible transportation network.'** <https://otc-cta.gc.ca/eng/accessibility>

Although the CTA's jurisdiction is related to federal transportation, the City of Drumheller determined that the geography of the City of Drumheller and the Municipal District of Badlands, being about 30 km long and 2 km wide, the CTA's mandate was a principle that Drumheller should embrace in an effort to make the Drumheller an 'age-friendly community' even before that term was recognized as a definition.

## Transportation Services Available

In all cases, the client's attendant is permitted to ride free of charge.

The VBS provides:

1. Dial-a-bus: We will dispatch a driver to the residence and to the front door of the destination. The driver will assist in getting on and off the bus, assist with the packages, and ensure the client is safely inside the residence.
2. Medical Charter: This is to transfer the patient to and from medical care outside the community.
3. Seniors Outing Charters: Contracted retail charter for a group to social events such as a theatre, fall supper, and Christmas Light tours.
4. Retail Charter: Because other services are not available, VBS will contract with a group to provide shuttle service for a convention, tours, drive home service for a party or wedding, etc. This charter is not geared to seniors and persons with disabilities. The Seniors and Retail Charters are invoiced at cost plus, therefore is not subsidized.

*Please refer to Appendix 1 for an analysis of the charter revenue for 2018 and 2019.*

*Please refer to Appendix 3 for estimating charter service.*

## Operations

The VBS service operates the dial-a-bus service from Monday to Friday with two drivers and one dispatcher. Additional days are available based on activity, such as Christmas shopping.

Charters are available regardless of operating hours but must be pre-booked.

## Service Contracts

The VBS currently does not have any service contracts with municipalities or organizations for transportation services.

## Service Rate Schedule

The clientele are charged for their transportation. These rates provide about **47% of our revenue**.

The number of kilometers divided by the vehicle related costs is about \$0.75 per kilometer. The payroll costs are another \$0.19 for a total cost of \$0.94 per kilometer. The client rate is calculated at only \$0.35 per kilometer, meaning that the remaining \$0.59 is subsidy. *(December 2019 values)*

*Please refer to Appendix 2 for the Rate Schedule.*

## Drumheller Subsidy

There is no contract with the Town of Drumheller for a subsidy contract. Each year the VBS submits a request to the Town for a subsidy for the ongoing operations, which is duly reviewed by Administration and Council for their deliberations.

Historically the Province of Alberta provided a \$3 per capita grant, about \$21,000 per year, for the operations of a Public Transportation System. This grant was cancelled in the 1990's.

However, the City felt it was still necessary to find monies to continue this service. As the operations of the VBS grew and the clientele became more dependent on the service the City/Town continued to increase the funding to keep Drumheller an age-friendly community. The funding is currently about \$80,000 per year or about **40% of our revenue**.

## Regional Municipal Funding

The neighboring municipalities have been willing to contribute monies to the VBS. This has generally been conditional to the purchase of new vehicles although a portion has been allocated to the general operations. As the VBS is increasing its ridership from the outlying communities the VBS is exploring methods of allowing these municipalities to contribute to the cost of their senior population, residing in their municipal area or having relocated to the Drumheller District Seniors Foundation accommodations.

## Grant Funding

The VBS is generally able to obtain grant funding to assist with the purchase of new buses and have them fitted for wheelchair access.

## Alberta Gaming and Liquor Cannabis (AGLC) – Casino Funding

The VBS is registered with the AGLC to work as a community organization at a Calgary casino approximately every three years. The September 2018 (realized in November 2018) funding from this

venture was net \$43,000, designated by the Board to bus repairs and maintenance. This is about \$14,000 per year in our operating budget. This provides about 8% of our revenue.

## Awards

On December 3, 2018 VBS was awarded the Premier's Council Award for Albertans who help create an inclusive community where persons with disabilities can fully participate.

*Excerpts from: <https://www.alberta.ca/premiers-council-awards-2018-recipients.aspx>*

### Valley Bus Society (Drumheller)

*The Valley Bus Society provides a barrier-free transportation service to the community of Drumheller and surrounding areas. Services available include dial-a-bus, charters in and out of town and charters to specialist's appointments in larger cities. Through partnerships with community organizations and businesses, the society offers subsidized rates, weekly sponsored trips to stores and special community events.*

*The Valley Bus Society believes its program is key to inclusion and increases the quality of life for its customers, who are able to access essential services, visit friends and participate in their community. The society's dedicated staff, board and drivers go above and beyond to ensure their community is inclusive and barrier-free.*

## Annual Statistics

VBS transports 10,000 to 13,000 passengers annually, the greatest majority being patrons of the Dial-a-Bus service. There are about 8,000 dispatched calls annually. The client's attendant is permitted to ride free, and the attendant is not included in the ridership count.

There are 100 to 150 charters per year, comprised of Medical Charters, Contracted Seniors Outings, and Contracted Charters for events such as tours, shuttle, and drive home service.

*Please refer to Appendix 1 for actual numbers.*

## Key Challenges

Financing the Society is always a concern. As costs increase the Province cuts back their costs by reducing the provincial share of programs and/or downloading their responsibilities to the Municipalities. With the increased costs and reduced grants, the Municipalities must still maintain their mandates and fund their programs. The VBS does not have the ability to raise rates significantly since most of the clients are on a fixed income and their pensions are increased by only a portion of the Cost of Living Allowance (COLA). The Municipalities cannot increase taxes because of the ratepayer issues during these economic times.

Salaries are about 64% of our budget. The Alberta Government has increased the minimum wage over the past few years, finally reaching its goal in October 2018. 2019 will see the full cost of this increase. Virtually the only overtime paid is for retail charter services which pays cost plus, so is recovered in the invoice.

Vehicle related costs, 32% of our budget, continue to escalate, especially for fuel and repairs bills. These costs cannot be controlled. The vehicles make numerous short distance trips and must be refueled regularly. The ramps have numerous repairs bills for the many mechanical parts yet must be one of the safest items on the bus, especially during the winter with icing issues. Insurance has been increasing by about 20% per year because of bus issues across North America. Our carrier is the Alberta Municipal

Services Corporation (AMSC), the same carrier the Town uses. They obtain the most competitive prices they can negotiate.

Office Expenses are about 4% of the budget. In October 2018 the VBS office was relocated to the new Public Works offices, and enjoys a \$250 per month decrease in rental costs.

Casino revenues are a mainstay, and account for about 7% of our revenue, currently about \$14,000 per year. Our last casino event was September 2018 with the monies being realized in November. We anticipate the next casino event to be the summer/fall of 2021.

By that point the Alberta Gaming and Liquor Cannabis (AGLC) is expected to have the casino funding formula recalculated for all the community associations in Alberta who then will receive the same funding for the quarter regardless of the casino they attend. Currently the Calgary city associations receive about \$80,000 every two years, Calgary rural area associations (including Drumheller) receive about \$45,000 every three years, and Medicine Hat and Red Deer associations receive about \$20,000 every three years for the two-day event. This will create a much fairer share of funding even though our portion will probably decrease.

## Pandemic

The Covid pandemic and the State of Local Emergency that came with it put a halt to the operations for a few months other than for required medical procedures. Of course, our client base was included in the hardest hit segment of the population. With some of the restrictions being removed in July we were able to start transporting clients for 'people services' such as shopping and personal appointments, subject to various restrictions on client count and personal spacing. This was a much needed personal 'well being' as well as a social outlet for the clients, allowing them to pick up their own medications and obtaining personal services such as hair appointments. We eagerly await the world coming to a level of stability.

## Opportunities

The VBS has a challenge in that if the rates are raised to meet expenses the ridership will fall because clients will not be able to afford to ride, especially for non-medical reasons. Part of being an age-friendly community is to have reasonably priced transportation where a client can go out for a coffee, and still afford the coffee. The lower the rider count, the lower the revenue and the more the busses sit idling in a parking lot waiting for the next call. The higher the rider counts the higher the revenue and the less the busses sit idling.

Ridership to outlying communities is almost priced out of existence for the average client but half the trip is without a passenger and earning no revenue, while being removed from the Drumheller area.

VBS is working with neighboring municipalities to cost share the client rate with the municipality.

The local Greyhound and the local bus tour companies have closed. There are only a few vans available for rental for shuttles and tours. This is a good market; however we could overextend ourselves in a tour or shuttle service, and the mandated clientele cannot be suspended for these contracts. If this market becomes more than an incidental service we might be in violation of our mandate and risk the AGLC license for casino funding.



## Financials

Following is a simplified overview of the revenues and expenses.

<b>REVENUE</b>	<u>2019</u>
Advertising/Sponsorship	2%
Casino Funding	8%
Donations and Fundraising	1%
Subsidy: Town of Drumheller	40%
Subsidy: Other Municipalities	2%
Transportation: Retail	10%
Transportation: Subsidized	<u>37%</u>
	100%
<b>EXPENSES</b>	
Office	4%
Salaries	64%
Vehicle	<u>32%</u>
	100%

*Please refer to Appendix 6 for the unaudited 2019 Balance Sheet and Operating Statement.*

## GST Status

In 2018 the CRA raised the question if we were an exempt service, and if we should even be registered for GST purposes. A ruling found that all services we provide are an exempt supply. The Bus Advertising is interpreted as sponsorship rather than advertising. Retail Charters is the only item that could become GST taxable. The Charities Directorate regulations provide that it remains exempt as long as the gross annual revenue is less than \$250,000 OR the Retail Charter is less than \$50,000 per year. VBS remains GST registered in order to recover 50% of the GST paid, about \$1,500 per year. In 2019 Gross Revenue was \$199,480 and the Retail Charters was \$38,596

## Appendix 1 - Charter Service

In 2018 (January to December) the analysis is:

<u>Type</u>	<u>Count</u>	<u>Amount</u>
Medical Transfer	190	29,857
Retail Contracts	32	12,972
Seniors Outings	6	2,048
	<u>228</u>	<u>44,877</u>

In 2019 (January to December) the analysis is:

<u>Type</u>	<u>Count</u>	<u>Amount</u>
Medical Transfer	95	16,223
Retail Contracts	65	29,004
Seniors Outings	26	9,592
	<u>186</u>	<u>54,819</u>

Only the Retail Contracts provide service for persons who are not seniors or persons requiring assistance. This is generally the drive home service, conference shuttle service, tours, etc.

Seniors Outings are billed at Retail Charter rates. The Friends of the Sunshine Lodge covers the invoicing for the Sunshine and Hillview Lodges.

If the Society was no longer GST exempt, Retail Charter and Seniors Outings would be the only taxable service as the Medical Transfers are subsidized.

## Appendix 2 – Rate Schedule

### Valley Bus Rates

effective: 1-March-2018

adopted by the board: 22-Feb-2018

	per person	
<b>Drumheller (Subsidized)</b>	<u>each way</u>	
BCF to Shoppers, Yavis to Sunshine	5.00	
9 St NW to 19 St E	6.00	
Sunshine Lodge Outings	6.00	
Newcastle	6.00	
Midland	7.00	
Rosedale	8.00	
Nacmine	8.00	
Wayne	11.00	
East Coulee (fixed Wednesday run only)	9.00	
East Coulee (non fixed run)	15.00	
School Outings in Town	4.00	
	1 person	2+ person
<b>Other Communities</b>	<u>each way</u>	
Carbon	25.00	20.00
Dalum	15.00	12.00
Delia	35.00	28.00
Dorothy	25.00	20.00
Michichi	20.00	16.00
Morrin	28.00	22.00
Munson	9.00	8.00
Rosebud	25.00	20.00
	1 person	2+ person
<b>Medical Travel</b>	<u>return</u>	
Flat Rates per person	<u>return</u>	
Calgary	135.00	110.00
Red Deer	135.00	110.00
Ponoka	135.00	110.00
Hanna	85.00	70.00
Stettler	85.00	70.00
Olds	95.00	75.00
Medicine Hat	225.00	180.00
Wait Time per hour	30.00	-

## Appendix 3 – Charter Estimating

effective: 1-March-2018

adopted by the board: 22-Feb-2018

The subsidized rate for MEDICAL charters is about \$0.45/km  
 - for non-charted destinations, the rate is \$0.45/km each way  
 - rate for 2 plus persons is rounded at 80% of the single rate  
 - attendant rides free  
 - waiting time is \$30 per hour if single fare

Retail Charter (for estimating)	retail
per Kilometer driven	0.84
rate = 0.70/km [ 0.70+20%=\$0.84 ]	
Bus and Driver (to 8 hours)	40.00
bus=15, staff=18.14 [ 15+18.14+20%=39.77 ]	
Bus and Driver (after 8 hours)	50.00
bus=15, staff=18.14*1.5=27.66 [ 15+27.66+20%=\$51.19 ]	
includes overtime rates if the driver works in excess of 8 hrs	

The charter invoice is calculated at cost plus 20%

## Appendix 4 – Fleet

VBS owns and operates two buses and two vans

Unit 772	2017 Dodge Ram Promaster Van 9 passengers or 2 wheelchairs
Unit 773	2008 Ford Goshan CGLI Bus 18 passengers or 5 wheelchairs
Unit 775	2015 Chev ARBOC Bus 20 passengers or 5 wheelchairs
Unit 778	2014 Toyota Sienna Van 4 passengers and 1 wheelchair

**Valley Bus Society  
Transportation Statistics  
2019**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Number of Riders 2018	1,500	902	1,268	1,175	1,071	1,014	1,021	988	854	1,056	1,097	944	12,890
Number of Riders 2019	2,058	1,187	919	1,088	1,067	1,009	999	872	883	1,070	867	864	12,883
% to 2018 - Month	137%	132%	72%	93%	100%	100%	98%	88%	103%	101%	79%	92%	100%
% to 2018 - Year to Date	137%	135%	113%	108%	107%	106%	105%	103%	103%	103%	101%	100%	100%
Mon-Fri	2,058	1,187	916	1,088	1,067	1,003	999	872	883	1,070	867	841	12,851
Sat	-	-	3	-	-	6	-	-	-	-	-	4	13
Sun	-	-	-	-	-	-	-	-	-	-	-	19	19

The above represents rider trips for the month, not the person counts on charters

Charge Account Rider:	585	304	239	279	282	336	293	259	306	333	286	306	3,808
Destination:													
Schools	105	46	34	30	39	30	0	0	51	62	52	42	491
Freson Brothers	226	148	114	116	96	91	84	60	74	116	75	122	1,322
Morrin, Village	5	11	0	0	0	0	0	0	0	0	2	0	18
Munson, Village	12	2	0	0	0	0	0	0	0	0	6	2	22
Kneehill County	0	0	0	0	0	0	0	0	0	0	0	0	-
Starland County	0	0	0	0	0	0	0	0	0	0	0	0	-
Wheatland County	0	0	0	0	0	0	0	0	0	0	0	0	-
Outside Drumheller	17	13	0	0	0	0	0	0	0	0	8	2	40
Number of Charters	<b>17</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>109</b>
Mon-Fri	13	9	5	2	8	11	7	9	9	5	6	7	91
Sat	4	1	0	1	2	4	3	0	2	1	0	0	18
Sun	0	0	0	0	0	0	0	0	0	0	0	0	-

**Appendix 6 – Condensed Balance Sheet and Operating Statement – 2019**

Valley Bus Society  
Consolidated Balance Sheet  
As at December 31, 2019

Assets		
Current Assets		
Cash and Bank Accounts	26,854	
Bank Shares	38	
Accounts Receivable	9,615	
Prepaid Expenses	<u>0</u>	
		36,508
Capital Assets		
Automobiles	101,683	
Furniture & Equipment	5,307	
Computers	77	
Tools & Software	<u>0</u>	
		107,067
		<u>143,575</u>
Liabilities and Equity		
Current Liabilities		
Accounts Payable	8,652	
Deferred Revenue	<u>83,411</u>	
		92,064
Equity		
Opening Equity	57,619	
Current Year Surplus	<u>-6,108</u>	
		51,511
		<u>143,575</u>

Valley Bus Society  
Consolidated Income Statement  
For the Period Ended December 31, 2019

	<u>Actual</u>	<u>Budget</u>
Revenue		
Advertising Revenue	3,923	13,280
Casino	15,804	14,000
Donations	2,360	2,000
Grant/Subsidy	82,225	80,000
Miscellaneous	1,808	1,090
Sales - Subsidized	62,942	73,577
Sales - Retail	30,415	45,960
	<u>199,477</u>	<u>229,907</u>
Expenses		
AGLC - Casino	0	0
Overhead	8,800	10,210
Wages	128,983	145,894
Vehicle - Hard Cost	63,575	72,200
Transfers to Deferred, Capital	4,227	0
	<u>205,585</u>	<u>228,304</u>
Net Income (Expense)	<u><u>-6,108</u></u>	<u><u>1,603</u></u>



## Appendix 7 – Condensed 2019 to 2022 Budget

### Valley Bus Society Four Year Condensed Budget

	Actual	Actual	Base	Budget		
	2018	2019	2019	2020	2021	2022
<b>Revenue</b>						
Sponsorship Revenue (Bus)	11,067	3,923	4,000	15,000	15,000	15,000
Sponsorship Revenue (Other)				5,000	10,000	10,000
Casino (amortized)	7,417	15,804	14,000	14,000	19,000	14,000
Donations	5,859	2,585	2,200	2,200	2,200	2,200
Grant/Subsidy	77,450	82,000	80,000	81,580	83,200	84,850
Miscellaneous	912	1,808	1,450	1,450	1,450	1,450
Sales - Subsidized	103,437	73,169	83,800	84,046	84,297	84,783
Sales - Retail	13,575	20,167	20,000	20,400	20,808	21,224
Fiscal	0	0	0	0	0	0
	<u>219,716</u>	<u>199,457</u>	<u>205,450</u>	<u>223,676</u>	<u>235,955</u>	<u>233,507</u>
<b>Expenses</b>						
AGLC - Casino	4,379	0	0	0	5,000	0
Overhead	12,033	8,259	11,436	11,538	11,642	11,748
Wages	140,401	129,926	137,424	137,424	137,424	137,424
Vehicle - Hard Cost	67,792	63,575	61,650	73,660	78,270	83,531
Transfers to Deferred, Capital	3,504	4,224	0	0	0	0
Fiscal Services	0	0	0	0	0	0
	<u>228,110</u>	<u>205,984</u>	<u>210,510</u>	<u>222,622</u>	<u>232,336</u>	<u>232,703</u>
<b>Surplus &lt;Deficit&gt;</b>	<u>-8,394</u>	<u>-6,527</u>	<u>-5,060</u>	<u>1,054</u>	<u>3,619</u>	<u>804</u>

The Base values can vary from the Actual values when adjusting for unusual variables

**TOWN OF DRUMHELLER  
BYLAW NUMBER 18.20**

**BEING A BYLAW TO PROVIDE FOR THE CONTROL AND MANAGEMENT OF THE DRUMHELLER MUNICIPAL CEMETERY WITHIN THE CORPORATE BOUNDARY OF THE TOWN OF DRUMHELLER IN THE PROVINCE OF ALBERTA.**

WHEREAS: Pursuant to the provisions of the Municipal Government Act, *R.S.A. 2000*, Chapter M-26, as amended, and the regulations set for in the Cemeteries Act, *R.S.A. 2000, Chapter C-3*, Council of the Town of Drumheller deems it expedient to pass a Bylaw to provide for the control and management of the Drumheller Municipal Cemetery

NOW THEREFORE the Council of the Town of Drumheller, duly assembled, enacts as follows:

1. Short Title: this Bylaw may be cited as the “Cemetery Bylaw”.
2. In this Bylaw, the following definitions shall apply:
  - a) “Ash Interment” means the act of burying cremated remains *in a grave*. The Act includes the digging and backfilling of the grave by the Town;
  - b) “Ash Inurnment” means the act of *placing cremated human remains in a funeral urn*;
  - c) “Burial” means the interment of human remains or cremated human remains in a grave;
  - d) “Burial Permit” means a permit which is required by the Town of Drumheller prior to burial;
  - e) “Cemetery” means land that is set apart or used as a place for the burial of dead human bodies or other human remains or in which dead human bodies or other human remains are buried and declared to be the Cemetery of the Town of Drumheller and shall hereafter be known as the Drumheller Municipal Cemetery, namely: Block 11, Plan 8711305 and Block 10, Plan 8610515;
  - f) “*Cemeteries Act*” means the *Cemeteries Act of the Province of Alberta*, R.S.A. 2000, Chapter C-3, as amended together with its Regulations from time to time;
  - g) “Chief Administrative Officer” means the Chief Administrative Officer of the Town of Drumheller and may be referred to as the Town Manager;
  - h) “Columbarium” means a structure designed for storing the ashes of dead human bodies or other human remains that have been cremated;

- i) "Council" means the Municipal Council of the Town of Drumheller;
- j) "Double Depth Plot" shall mean a single grave Plot (full Plot) in which the Town will permit the burial of two bodies in separate caskets, placed one above the other, at minimum depths as required by the Alberta Cemeteries Act.
- k) "Deed" means the application for a Plot deed or niche deed;
- l) "Family Member of Responsible Person" means the heirs, next of kin or responsible persons who are deemed to be or who claim to be responsible for the upkeep of a Plot, Plot and monument or Niche in the cemetery.
- m) "Footstones" means monuments set at the foot of a grave for memorial purposes or to define corners of graves of family plots, permitted in designated areas only;
- n) "Full Plot" means a single grave plot measuring five (5) feet by ten (10) feet by six (6) feet deep;
- o) "Funeral Director" means any registered embalmer or mortician licensed in Alberta;
- p) "Grave Cover" means a structure or marble, granite, plastic, fibreglass, or similar material for memorial purposes placed on the entire burial plot and set level with the contour of the ground as permitted in designated areas only;
- q) "Half Plot" means one-half of a single grave plot measuring five (5) feet by five (5) feet by four (4) feet deep;
- r) "Maintenance Period" means the usual maintenance period in any one year adhered to by the Town in terms of its usual procedures and policies and as may be governed by need and weather conditions from time to time;
- s) "Marker" means a monument of approved granite, marble or bronze. The top of the flat marker be somewhat lower but level with the surrounding ground contour of that particular grave;
- t) "Memorial Wall" means a structure or structures in the Cemetery appropriate for fixing plaques regulated in size dedicated to the memory of deceased persons;
- u) "Monument" means anything that is called a headstone, tombstone, upright or vertical monument, a pillow marker, a flat marker, a grave cover or a footstone that is made of granite, marble, or metallic materials, supported by a concrete

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Page 3

monument base which is somewhat lower but level with the surrounding ground;

- v) "Niche" means a single compartment of a columbarium large enough to house one or two funeral urns;
- w) "Non-Resident" means a person who at the time of his demise, was either:
  - i) not a resident of the Town as defined Section 2(z) hereunder;
  - ii) a patient in any Government Institution, Home for Aged and Infirm persons, Nursing Home or Hospital in the Town and not a resident of the Town;
- x) "Ongoing Maintenance" means a general term used to designate all the various types of work the Town does on behalf of the owner to ensure that the burial plots are kept in good repair and that the surrounding grounds are properly cared for. This does not include monuments or grave covers;
- y) "Owner" shall mean a person or persons who purchase a plot or plots or compartment or compartments of a Columbarium in the Cemetery;
- z) "Resident" means any person, who at the time of his demise, was either:
  - i) living in the Town for a period of twelve consecutive months immediately prior to his demise, or,
  - ii) living in the Town and the owner of property in the Town, for a period of three consecutive months immediately prior to his demise and is not otherwise disqualified as being a non-resident as defined by this Bylaw;
- aa) "Scatter Garden" means a designed area in the cemetery to scatter cremated human remains;
- bb) "Scatter Garden Monument" means a granite monument for the memorialization of cremated human remains;
- cc) "The Town" means the Town of Drumheller or the Municipality of the Town of Drumheller as the case may be or the context may apply;
- dd) "Veteran" means a person who has a Veteran's Affairs Registration Number (as defined by Regulations of the War Veteran's Allowance Act)
- ee) "Working Hours" means regular hours of work (08:00-16:30), Monday to Friday, inclusive, excluding declared or statutory holidays;

**3. ADMINISTRATION**

- a. The operation of the Drumheller Municipal Cemetery shall be in accordance with established policy by the Town and in accordance with the *Cemeteries Act*.
- b. The Town shall be responsible for the sale of Plots and Niches, keeping of all necessary records which shall include the location, the name of the proprietor of each Plot or Niche, the name and location of each and every interment and disinterment, and for collection of fees and charges in connection with the Cemetery. The Town shall have sole control of all matters related to the Cemetery, including maintenance, burials, and enforcement of this Bylaw.
- c. The Town reserves the right to limit the number of Plots developed and/or make available for sale each year; and to direct the area and sequencing of development and Plot sales.
- d. The fees for the purchase, opening and closing of Plots and Niches and the inscription on a Niche at the Cemetery shall be in accordance with the rates set out in Town of Drumheller Fee Schedule as set by resolution of Council from time to time.
- e. Any person acquiring a Plot or Plots under the provisions of the Bylaw shall only acquire the right and privilege of burial of the deceased therein subject to the provisions of this Bylaw and shall not be deemed to acquire any title to the land which shall remain vested in the name of the Town.
- f. The Town shall take all reasonable precautions to protect the property rights of the owners within the Cemetery from loss or damage; but the Town distinctly disclaims all responsibility or liability for loss or damage from causes beyond its control and especially from damage caused by elements, of an act of God, thieves, vandals, strikers, malicious mischief makers, explosions, unavoidable accidents, invasions, insurrections, riots, or an act of war.

**4. GENERAL RULES AND CONDITIONS – BURIAL PLOT PURCHASES AND UTILIZATION**

- a. No owner shall sell or transfer any Plot deed or Niche deed to any other person. Niche deeds and Plot deeds may be transferred from one family member to another, but no transfer shall be valid unless such transfer is registered with the Town of Drumheller.
- b. The owner may sell his/her Plot to the Town and the Town will buy back the Plot at an amount representing at least 85% of the market value of the Plot at the date of resale.

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- c. If a previously purchased Plot is deemed unusable by the Town for any reason, the Town will supply a similar Plot at no cost to the owner or his/her heirs and the original Plot shall revert to the Town.
- d. It is a condition of every burial Plot purchased that the owner expressly waives any claim arising from an error caused by the Town. The Town's liability shall only extend to a refund of any money paid to the Town for a Plot(s) providing that the Plot(s) suggested as alternatives are not acceptable by the Owner.
- e. The Town reserves the right to refuse to provide Cemetery services on Sundays and legal holidays. The final authority concerning funerals on these days will be the decision of the Chief Administrative Officer. Sunday and legal holiday interments shall be charged and as set under the Town of Drumheller's Schedule of Fees established by resolution of Council. The only exception will be burials ordered by the Provincial Health Department.
- f. Any burial at the Cemetery after normal working hours shall be charged extra wage and equipment costs, as referred to in Section 2 (cc).
- g. The activities and obligations of Funeral Directors are governed by the *Occupational Health & Safety Act of Alberta*, R.S.A. 2000, Chapter 0-2, and amendments and regulations thereto.
- h. No body shall be disinterred or removed from the Cemetery for any purpose unless a Licensed Funeral Director applies to do so, the RCMP are advised and a disinterment permit has been issued by the Director of Vital Statistics. Disinterment fees will be as set out in the Town of Drumheller's Schedule of Fees established by resolution of Council.
- i. The Town shall provide maintenance during the maintenance period only.
- j. If any installation, interment or disinterment is made outside the maintenance period any remedial work to the grave or grounds will be performed in the next maintenance period.
- k. The Niche / Plot Deed shall be completed in the form of Schedule "B" upon the Purchaser paying or being invoiced the amount set out in the Town of Drumheller's Schedule of Fees established by resolution of Council.

## **5. INTERMENTS AND DISINTERMENTS**

- a. No Plot shall be used for any other purpose than for the burial of a deceased human body.

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- b. No interment or inurnment shall be permitted in the Cemetery until an approved burial permit has been filed with the Town.
- c. A full Plot may only be used for:
  - i) the single burial of a person when the length of the outer casket exceeds five (5) feet; or
  - ii) the single burial of a person as provided in i) above but with the provision that up to four ash interments may also occur; or
  - iii) cremation purposes only for up to four ash interments; or
  - iv) a double depth grave; or
  - v) a double depth grave plus four ash interments; or
  - vi) special consideration will be given to burial of one adult and one infant within one casket.
- d. A half Plot may only be used for:
  - i) the single burial of a person who the length of the outer casket if five (5) feet or less; or
  - ii) the single burial of a person as provided in i) above but with the provision that up to two ash interments may also occur; or
  - iii) cremation purposes only for up to two ash interments.
- e. Ashes may be interred in any Plot already occupied where the person in charge of the ashes is deemed to have authority to give permission for such interment.
- f. The Town shall make available Plots in the Cemetery for unclaimed bodies of deceased persons and for the bodies of indigent persons.
- g. The owner of a Plot, or the person instructing the Town to open a Plot shall be responsible to give complete and precise instructions regarding the location of the Plot and the Town shall not be responsible for any errors resulting from the lack of proper instruction.

**6. SCATTERING OF CREMATED REMAINS**

- a. Scattering of cremains will only be permitted in the designated “Scatter Garden” sections and only once a Permit to Scatter has been obtained from the Town of Drumheller. The appropriate fees set out in the Fee Schedule attached to this bylaw shall be paid at the time of registration in the amount of ninety-five dollars (\$ 95.00).
- b. Scattering of cremains will only be permitted from April 1<sup>st</sup> to September 30<sup>th</sup>.
- c. Families, next of kin or the executor of the will, are permitted to scatter cremains in the designated scattering areas with the presence of a funeral director or Public Works employee, providing a Permit to Scatter has been obtained.
- d. A burial permit issued by the issued under the Vital Statistics Act; or equivalent document showing that the death has been registered with the province must be provided to the Town of Drumheller prior to a scattering.
- e. Cremated remains are not permitted to be scattered on a grave.
- f. Once scattered, cremated remains cannot be retrieved.
- g. Scatter Garden memorial plaques must be ordered through the Town of Drumheller with no exceptions.

**7. INTERMENT AND INURNMENT NOTIFICATION POLICY**

- a. All applications for burials and ash interments are to be made at the Town Hall during regular working hours.
- b. Advance notice if required in accordance with the following:
  - i) Between the month of May and October inclusive in any year, all application for burial permits shall be made to the Town Hall at least twelve (12) working hours before the time for burial interment. Notice shall be given by 12:00 noon, Thursday, prior to a Saturday burial during the aforementioned period.
  - ii) Between the first day of November and the first day of May if a burial Plot or burial permit is required, a minimum of sixteen (16) regular working hours’ notice shall be given to the Town prior to the time set for the burial. Notice shall be supplied by 12:00 noon Friday for Monday burial during the aforementioned period. A grave opening slated for Monday morning may have to be opened Sunday with applicable rate being charged as provided for under the Town of Drumheller’s Schedule of Fees established by resolution of Council.



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accelerate the interment time, the Town may consider an application only if the following conditions are met:

- a) There is just cause to desire this very special attention;
- b) The applicant is willing to pay the extra fee provided for under the Town of Drumheller's Schedule of Fees established by resolution of Council.

**8. GENERAL MONUMENT REGULATIONS**

- a. A vase will be acceptable if the receptacle is a permanent finish that will not wear or deteriorate under normal Cemetery conditions. Such vase(s) shall only be permitted within allotted Plot dimensions to include a maximum of two vases only, placement immediate to the left or right of head stone.
- b. All monuments placed in the Drumheller Cemetery must be constructed of granite, marble or metal.
- c. No living monument consisting of trees, shrubs, or flowers may be planted on any grave.
- d. No monument may have an overall size greater than 3 feet 6 inches wide, 21 inches deep and 18 inches high (to the top of the monument, including the base and vase). This clause is applicable to the new section of Cemetery only.

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- e. No monument shall be placed in the Cemetery until the size, inscription and material of construction has been approved by the Town and a permit has been granted.
- f. Subsequent to the issuance of the monument installation permit (Schedule A), the monument location will be confirmed with Town staff.
- g. All foundations or monuments shall be confined within the boundaries of the respective Plots and monuments shall be installed so that the monument foundation shall be in alignment with all other stones in that particular row, however, elevation changes may be necessary, pre-determination should be reviewed with Town staff.
- h. No monuments shall be erected except during regular working hours.
- i. Prior to the removal of any monument for repair or any other reason, application shall be made to the Town on the approved form.
- j. After the passing of this Bylaw, no fixture of any type, such as pictures or ornaments may be attached or affixed to any part of a monument unless by prior approval of the Town.
- k. After the passing of the Bylaw, no fencing, railing, roping, earth mound or any other type of memorial other than a monument in accordance to the provisions of this Bylaw shall be placed on any burial Plot.
- l. All persons employed in the construction and delivery of monuments and markers or doing other work in the Cemetery, whether employed by the Town or not, shall be subject to the direction and control of the Town.
- m. All persons erecting monuments shall ensure that such monuments are firmly secured to the foundation with glue and/or setting compound. Monuments that are less than 4 inches thick must be fastened with a dowel pin in the centre and sealed with setting compound.
- n. Monuments with urns attached are prohibited.
- o. Grave covers will be limited to the old section of the Cemetery and installation shall be subject to the approval of the Chief Administrative Officer. The Town, at its discretion may require the installation of a vault in these instances.
- p. All foundations and monuments not installed in strict conformance to this Bylaw shall be removed at the direction of the Town.
- q. All persons erecting monuments shall ensure that the surrounding areas are restored to, and left in the same condition as found prior to installation.

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- r. The Town shall report to a family member or responsible party of an installation that it is in disrepair. It shall be the duty of the family member or responsible party to repair or remove such installation within 30 days after receiving written notice from the Town. The Town shall have the power to repair such monument and charge the cost thereof to the family member or responsible party. Such costs may be recovered as a debt from the family member or responsible party to the Town.
- s. The owner is responsible for the proper condition of a monument / marker. An out-of-repair monument / marker may be removed.

**9. GRAVE DECORATION POLICY**

- a. A grave decoration is anything that is placed on a grave, columbarium or memorial wall for the memorial purposes.

These decorations must meet certain conditions imposed by the Town as follows:

- i) Flowers must be placed in a vase that is already part of the monument;
  - ii) The grave decorations must not include any of the following items: wooden, glass, china, plastic, or metal receptacles, other than those used on a wreath stand, and items such as lawn ornaments.
- b. The Town may at its discretion remove and dispose of any loose or inappropriate items and decorations from any graves, columbarium or memorial wall in the Cemetery.

**10. GENERAL PROVISIONS**

- a. That within the Drumheller Cemetery:
  - i) No person shall solicit business or distribute business cards or place an advertising trademark on any monument or anything within the Cemetery boundaries.
  - ii) No picnics, parties or gatherings except for funerals or some Ceremony of observance is permitted in the Cemetery.
  - iii) No person or party shall litter or cause willful damage to the Cemetery's landscape setting, to any monument, building or other structure;
  - iv) No animals are permitted in the Cemetery whether on a leash or not.

**11. FIELD OF HONOUR SECTION**

- a. The Town shall set aside an area which shall be known as the “Field of Honour” which shall be reserved for the burial of Veterans.
- b. No interments shall take place in the Field of Honour Section unless an application for burial on the prescribed form has been fully completed and signed by the applicant.
- c. A spouse may be interred in a Veteran’s Plot, but only after the Veteran has been interred.
- d. Only pillow type head stones, consistent with those approved by Veterans Affairs Canada are permitted.
- e. Two headstones are permitted on one Plot, but only if both interments are Veterans.
- f. For a spouse not qualifying as a Veteran, but interred in the same Plot, the name and dates of the spouse may be engraved on the Headstone, or a brass plate may be attached to it.
- g. No more than fifty 50% percent of the normal adult Plot fee will be charged to Veterans, as set out in the Town of Drumheller’s Schedule of Fees established by resolution of Council.

**12. COLUMBARIUMS**

- a. The purchase price for niches shall be as set out in the Town of Drumheller’s Schedule of Fees established by resolution of Council.
- b. The Niche Deed shall be completed in the form of Schedule “B” upon the Purchaser paying or being invoiced the amount set forth in set out in the Town of Drumheller’s Schedule of Fees established by resolution of Council.
- c. Niches shall be used only for the purpose of placement of one or two urns.
- d. The opening and closing of a Niche shall be performed only by the Town or its designate and after payment of the fee set out in the Town of Drumheller’s Schedule of Fees established by resolution of Council.
- e. No flowers, ornaments, funeral designs or floral pieces may be placed at the base of, or on the columbarium. Placements on the niche doors or on the top of the columbarium are prohibited.

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**13. VISITORS**

- a. No person other than an employee under the direction of the Town shall enter or remain in the Cemetery between sunset of one day and sunrise of the day next following.
- b. No person shall drive any vehicle through any Cemetery at a greater rate of speed than 20 km/h and shall be restricted to roadways only.
- c. The Town may prohibit the driving of vehicles in any part of a Cemetery.
- d. The owner of any moving vehicle shall be responsible for any damage done by such vehicle within the boundaries of the Cemetery.
- e. The use of snowmobiles and other all-terrain recreation vehicles shall not be permitted.

**14. ENFORCEMENT OF RULES**

- a. The Town is hereby empowered to enforce all rules and regulations and to exclude from the Cemetery any person(s) violating same. The Town shall have charge of the grounds and the buildings including the conduct of funerals, traffic employees, owners and visitors and at all times shall have supervision and control of all persons in the Cemetery.
- b. All installations at the Cemetery made without authorization by the Town may be removed by the Town.
- c. All installations at the Cemetery not conforming to the rules, regulations and provisions of the Bylaw may be made to conform to the Town.
- d. Any Peace Officer or Town employee from time-to-time in charge of the Cemetery may evict therefrom, or deny entrance to any person who contravenes any of the provisions of this Bylaw.

**15. SUMMARY CONVICTIONS**

- a. Any person who lawfully destroys, mutilates, defaces, injures or removes a tomb, monument, grave stone or other structure placed in the Cemetery or a fence, railing or other work for protection or ornament of a Cemetery or of a tomb, monument, grave stone or other structure or a Cemetery Plot within the Cemetery, contravenes a provision of this Bylaw and is guilty of an offence.

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- b. Any person who contravenes any provision of this Bylaw is guilty of an offence and is liable on summary conviction to a fine not exceeding Ten Thousand Dollars (\$10,000.00) or to imprisonment for not more than one (1) year, or to both fine and imprisonment.
- c. If a person is found guilty of an offence under this Bylaw, the Court may, in addition to any other penalty imposed, order the person to comply with this Bylaw.
- d. The levying and payment of any fine or the imprisonment for any period provided in the Bylaw shall not relieve a person from the necessity of paying any fees, charges or costs from which he is liable under the provision of this Bylaw.

This Bylaw takes effect on the date of the third and final reading.

This Bylaw shall repeal Bylaw 03.09 of the Town of Drumheller.

READ A FIRST TIME this 9<sup>th</sup> day of November 2020

READ A SECOND TIME this 9<sup>th</sup> day of November 2020

READ A THIRD AND FINAL TIME this 9<sup>th</sup> day of November 2020

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CHIEF ADMINISTRATIVE OFFICER

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MAYOR



Cemetery Work Order

**DECEASED NAME**

**W/O DATE** November 6, 2020

(First Last) Middle  
Internment Day, Date \_\_\_\_\_  
Memorial Time \_\_\_\_\_ Graveside Time \_\_\_\_\_

Internment Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NEW PURCHASE**

Block, Plot \_\_\_\_\_

**CURRENT RESERVE, EXISTING GRAVE**

**CALLER**

Block, Plot \_\_\_\_\_  
Interred WITH: \_\_\_\_\_

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_

**NEW RESERVE**

Block, Plot Reserved for \_\_\_\_\_  
Relationship \_\_\_\_\_

**BILLING**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, Prov, Postal \_\_\_\_\_

**GRAVESIDE CREMAINS**

(circle location)

Block, Plot Interred \_\_\_\_\_  
Cemetery Scatter \_\_\_\_\_

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<b>NICHE/MEMORIAL WALL</b>	
Niche _____	L                  R
Wall _____	

*use other forms for engraving details*

<b>PRICE</b>	(plus GST)
This Grave _____	
Reserve _____	
Open/Close _____	
Engraving _____	

<b>TYPE OF GRAVE</b>				(please circle all applicable)
Straight Burial	Rough Box	Cement Vault	Double Dig	
Cremains	Infant	Field of Honor	Columbarium	

<b>POSTINGS</b>			(check [✓] when completed)
Pub Works	Map	Acct Recble	
Burial Permit	Computer	Deed	

===== HEADSTONE FOUNDATION =====		
Left	THIS GRAVE	Right

*complete as if standing at foot of grave looking at headstone*  
*-please indicate occupants of neighboring graves*

<b>STAFF</b>	
Located by:	_____
Opened by:	_____
Closed by:	_____
Pub Works Entry:	_____
Town Hall Entry:	_____



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**Schedule "B"**

***CEMETERY PLOT/NICHE DEED***

*Number*

*Know All Men By These Presents, that the Town of Drumheller,*  
in consideration of the sum \_\_\_\_\_ dollars paid to it by:

of \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

the receipt of which is hereby acknowledged, doth grant unto his/her/their  
heirs, a certain plot which is described on a map of the cemetery, being  
Plot \_\_\_\_\_ of Block \_\_\_\_\_ in the Municipal Cemetery  
of the Town of Drumheller.

**To Have and to Hold** the herein above-named premises unto and to the use of  
the heirs of the said \_\_\_\_\_ forever.

**Provided Always**, that the same shall only be used as place of sepulture; and that the same shall  
be used subject in all respects to the bylaws of the Town of Drumheller now or hereinafter to be in  
force affecting the same.

**In Witness Whereof**, the Director of Corporate Services of the Town of Drumheller, hath signed his  
name hereto, and hath affixed the Corporate Seal of the Town of Drumheller.

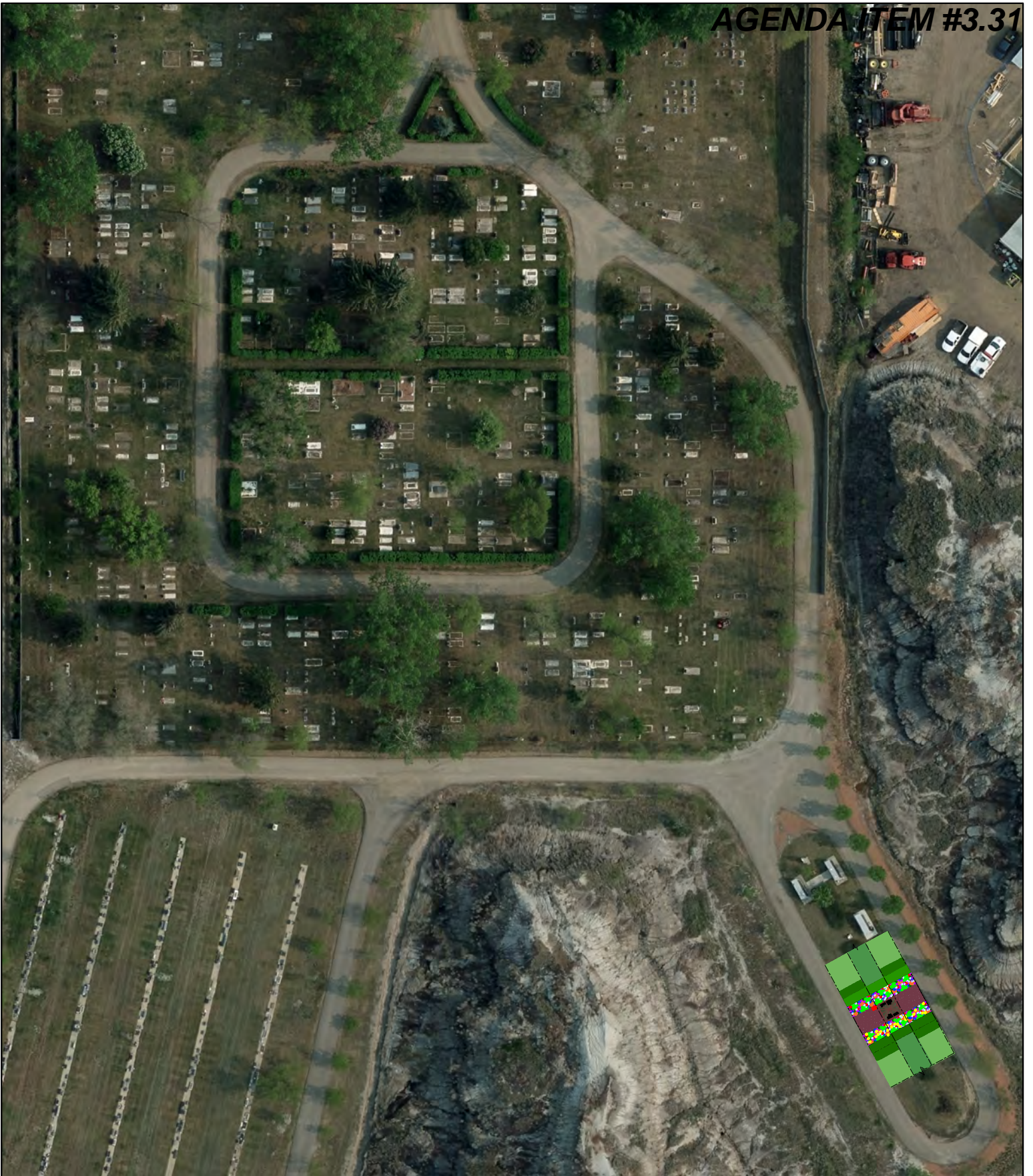
\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Corporate Services, Town of Drumheller

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**Schedule "C"**

Cemetery Site Plan including Scatter Garden



PROJECT: TOWN OF DRUMHELLER

DRAWING TITLE:  
CEMETERY IMPROVEMENT  
SCATTER GARDEN  
PARTIAL SITE PLAN

SCALE: NTS  
Cemetery Scatter Garden Bylaw Update and Design

DATE: 2020-11-02

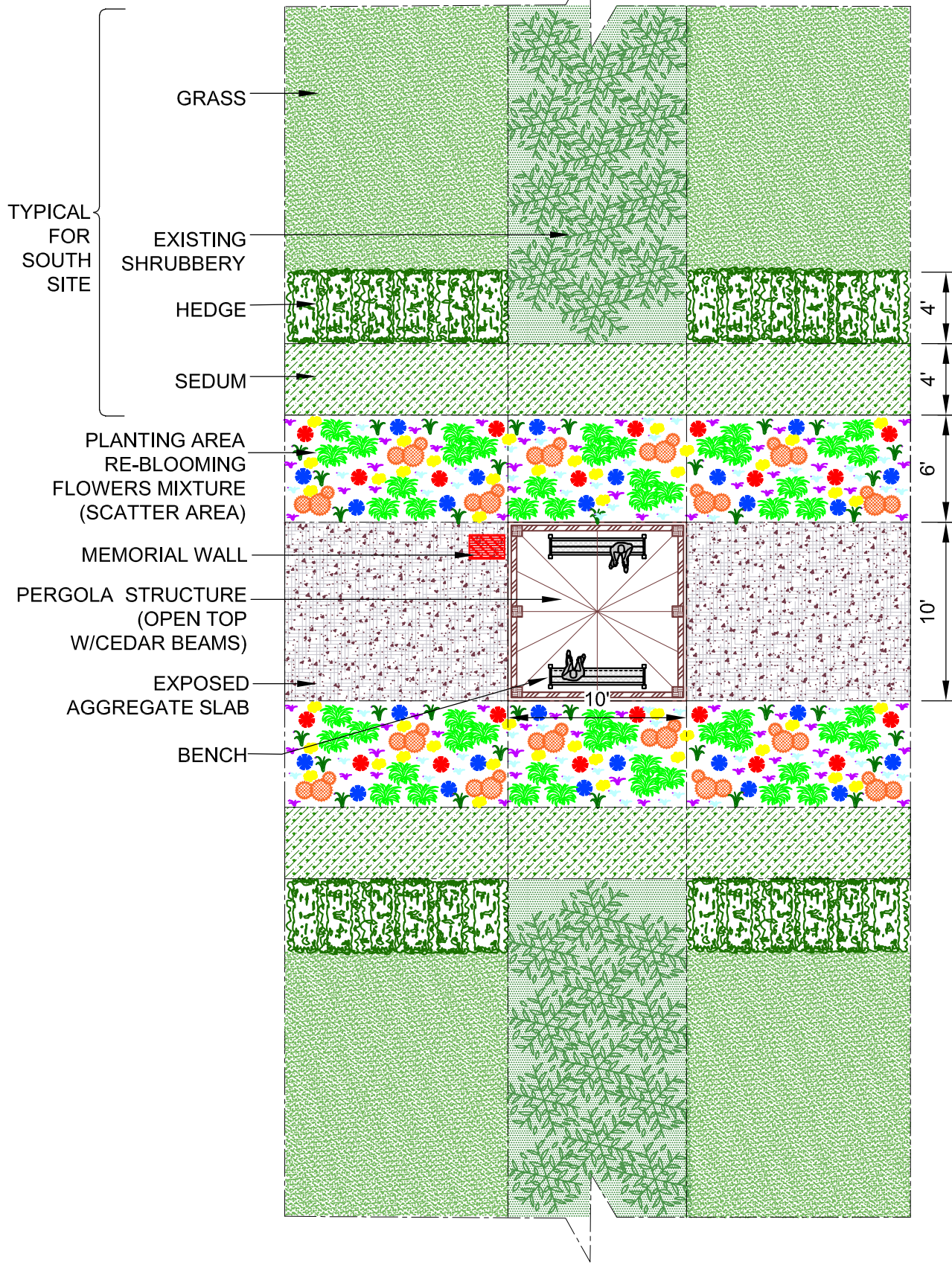
JOB: 2450-045-00

SKETCH NO.: SKE-01  
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PROJECT: TOWN OF DRUMHELLER

DRAWING TITLE:  
CEMETERY IMPROVEMENT  
SCATTER GARDEN  
LANDSCAPE PLANNING



PROJECT: TOWN OF DRUMHELLER

DRAWING TITLE:  
CEMETERY IMPROVEMENT  
SCATTER GARDEN  
PRELIMINARY DESIGN

**Fee Schedule**

<b>Town of Drumheller</b>			
<b>Fee Schedule</b>			<b>Effective Feb 1, 2020</b>
<b>Cemetery</b>			
source:			
<b>Note: A burial Permit is required for all burials</b>			
<b>Resident</b>			
		Full Plot	\$ 895.00
		Open/Close (weekday)	\$ 445.00
		Open/Close (weekend, holiday)	\$ 575.00
		plus winter fee (Nov01 to Mar31)	\$ 230.00
<b>Non-Resident</b>			
		Full Plot	\$ 1,095.00
		Open/Close (weekday)	\$ 445.00
		Open/Close (weekend, holiday)	\$ 575.00
		plus winter fee (Nov01 to Mar31)	\$ 230.00
<b>Cremaains</b>			
		Cremaain Plot (resident) (maximum 4 cremaains)	\$ 450.00
		Cremaain Plot (non-resident) (maximum 4 cremaains)	\$ 495.00
		Open/Close (weekday)	\$ 145.00
		Open/Close (weekend, holiday)	\$ 170.00
		plus winter fee (Nov01 to Mar31)	\$ 80.00
<b>Columbarium</b>			
		Niche - Top 2 rows (each cremaain) (maximum 4 cremaains)	\$ 1,230.00
		Niche - Lower 2 rows (each cremaain) (maximum 4 cremaains)	\$ 1,170.00
		Open/Close (weekday)	\$ 215.00
		Open/Close (weekend, holiday)	\$ 285.00
		Engraving	\$ 540.00
Cemetery Scatter Garden Bylaw Update and Design			Page 38 of 48

Town of Drumheller Bylaw 18.20 Page 19				
<b>Memorial Wall</b>				
	Plaque engraving for memorial wall			\$ 230.00
<b>Scatter Garden</b>				
	Permit to Scatter cremains in Scatter Garden			\$ 95.00

**Quarterly Report for CAO – 2020 Strategic Priorities****Name: Darryl Drohomerski, C.E.T.****Period: July to September 2020**

**Civic Solar: Lease** – Work is ongoing on access and other miscellaneous agreements. The Proponent and Town signed a lease agreement in spring 2020 after approval for the project was given by Alberta Utilities Commission. Expropriation of the existing lease was concluded in June 2020 and the proponent is in the process of securing funding for the project.

**Public Communications: Gap Analysis** – Our new Communications Officer has been working closely with the consultant to develop the workplan to implement the recommendations that was outlined in the report. An update on the workplan was provided to Council on November 2.

**ICF: Memorandum** – Completed earlier this year. All four agreements have been submitted to Municipal Affairs for their reference.

**Derelict Buildings: Municipal Authority** – The Town Solicitor and Administration have concluded a separate by-law is not required to effect Derelict Buildings. They are developing a plan to utilize the existing tools we have to act on derelict buildings within our community. Administration has identified two test-case properties and will be moving ahead with enforcement and compliance measures to remove or improve the properties.

**Service Levels: Key Performance Indicators** – This work was not started in the first three quarters of 2020. Gathering of existing KPI information began in October and will be presented to Council in November.

**Covid – 19 Town of Drumheller Response** – The response to Covid continued throughout the summer with some recreation facilities opening in June (arena, diamonds) and others in September (BCF, Pool). Increases in cleaning protocols, additional staff and contracted cleaning resources have been in place at the indoor facilities since reopening. Many of the projects that were expected to be completed in the first nine months of the year had been deferred or took longer because of the staffing as well as contractor resources not being readily available.





## QUARTERLY REPORT FOR COMMUNICATIONS OFFICER - STRATEGIC PRIORITIES

**Name: Erica Crocker**

**Period: JULY – SEPTEMBER 2020**

### BRANDING

The brand was launched and re-branding materials is a continuous task. Below is an overview of the branding implementation checklist

Completed

- ✓ Internal documents
- ✓ Social media (Facebook, Twitter, Instagram, Stories, etc.)
- ✓ Vehicle wraps
- ✓ Mural on plaza wall
- ✓ Website
- ✓ Brand launch event
- ✓ Branded swag and apparel

In progress/ongoing

- Public works vehicle logos
- Community signage
- Staff uniforms – Recreation, Events, public works
- Continuing apparel items
- Business cards
- Email signatures
- Font implementation

### NEW WEBSITE

Drumheller.ca project was awarded to BoxClever of Edmonton Alberta for a custom website. Project is underway and expected to be completed November 2020. The committee consists of 9 staff and 1 elected official to assist with the project.

### TOWN APP GUIDELINES

SeeClickFix was launched February 10, 2020 with 53 categories available for user submission. It was recommended that the submission categories be limited to 23 (24 if we include COVID-19 Assistance), which was implemented Summer 2020. Policy update to be presented to Council in the fourth quarter. See attached report and summary below.

Requests to date: 563

Closed requests to date: 531

SLA Percentage to date: 69%

Overdue requests to date: 142

Requests filtered by request category that have been created 07/01/2020 - 09/30/2020 compared to 03/31/2020 - 06/30/2020 filtered to all categories within all geographies

**Q3 2020 REQUESTS REPORT**

Request Category	Created in period	Created in comparison period	Acknowledged in period	Acknowledged in comparison period	Closed in period	Closed in comparison period	Average days to acknowledge in period	Days to acknowledge previous	Average days to close	Average days to close in comparison period	Category SLA length	Unit of category SLA length	Percentage of requests closed within SLA	Number of requests within period that are overdue	Open count	Number of requests within period that are overdue and not closed
A - Am in need of Assistance- COVID 19	0	0	0	0	0	0					1 days	0%	0	0	0	
Abandoned Vehicle	0	0	0	0	0	0					3 days	0%	0	0	0	
Abandoned Vehicle - on street	0	0	0	0	0	0					2 days	0%	0	0	0	
Animal Control	3	2	0	2	3	2		0	0.9	0	2 days	100%	0	0	0	
Animal Control - Wildlife	0	0	0	0	0	0					3 days	0%	0	0	0	
Animal Control - cat	0	0	0	0	0	0					2 days	0%	0	0	0	
Bylaw	43	1	0	1	43	1		0	2.1	0	2 weeks	91%	4	0	0	
Bylaw - Unsightly Property	0	0	0	0	0	0					3 days	0%	0	0	0	
Bylaw - Vegetation	0	0	0	0	0	0					3 days	0%	0	0	0	
Bylaw - Weed Control	0	0	0	0	0	0					2 days	0%	0	0	0	
Bylaw - graffiti	3	3	0	2	3	3		0.7	1.7	1.2	3 days	67%	1	0	0	
Cemetery - Gophers	0	0	0	0	0	0					3 days	0%	0	0	0	
Cemetery - Graffiti	0	0	0	0	0	0					3 days	0%	0	0	0	
Cemetery questions	0	0	0	0	0	0					3 days	0%	0	0	0	
Facilities and Buildings owned by the Town of Drumheller	3	1	0	0	3	1			6.1	7.1	5 days	33%	2	0	0	
Garbage Collection - commercial	1	6	0	3	1	6		3.4	1	6.5	1 days	0%	1	0	0	
Garbage Collection - residential	12	3	2	1	12	3	3.4	1	3.2	1	1 days	33%	8	0	0	
Litter - Street Garbage Bin Damaged	0	0	0	0	0	0					2 days	0%	0	0	0	
Near Miss Form	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks - Dog Park	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks - Garbage	0	0	0	0	0	0					1 days	0%	0	0	0	
Parks - Landscape Issue	0	0	0	0	0	0					5 weeks	0%	0	0	0	
Parks - Playground	0	0	0	0	0	0					7 weeks	0%	0	0	0	
Parks - Skatepark	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks - Splash Park	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks - Washrooms	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks Issues	11	3	0	2	11	3		0.9	1.9	8.2	5 days	100%	0	0	0	
Roads - Curbs and Gutters	0	0	0	0	0	0					260 weeks	0%	0	0	0	
Roads - Grading	0	0	0	0	0	0					5 days	0%	0	0	0	
Roads - Manhole	0	0	0	0	0	0					2 weeks	0%	0	0	0	
Roads - Street Lights	0	0	0	0	0	0					1 days	0%	0	0	0	
Roads - Street Sign	0	0	0	0	0	0					13 weeks	0%	0	0	0	
Roads - Town Owned Parking Lots	0	0	0	0	0	0					260 weeks	0%	0	0	0	
Roads - Traffic Signal	0	0	0	0	0	0					1 days	0%	0	0	0	
Roads - gravel surface	18	0	0	0	18	0			4.1		5 days	83%	3	0	0	

Request Category	Created in period	Created in comparison period	Acknowledged in period	Acknowledged in comparison period	Closed in period	Closed in comparison period	Average days to acknowledge in period	Days to acknowledge previous	Average days to close	Average days to close in comparison period	Category SLA length	Unit of category SLA length	Percentage of requests closed within SLA	Number of requests within period that are overdue	Open count	Number of requests within period that are overdue and not closed
Roads - other	0	0	0	0	0	0					260	weeks	0%	0	0	0
Roads - paved surface	14	4	1	4	14	4	18.5	4	5.2	19.1	5	days	71%	4	0	0
Roads - pothole	7	15	0	8	7	15		2.7	2	5.4	5	days	86%	1	0	0
Roads - sidewalk issues	9	1	0	1	9	1		1.9	1.5	5.1	260	weeks	100%	0	0	0
Snow and Ice Removal - road	0	0	0	0	0	0					7	days	0%	0	0	0
Snow and Ice Removal - sidewalk	0	0	0	0	0	0					3	days	0%	0	0	0
Street Garbage Bin	1	6	0	2	1	6		2.8	4.6	2.8	1	days	0%	1	0	0
Town Building - Arena	0	0	0	0	0	0					5	days	0%	0	0	0
Town Building - Badlands Community Facility	0	0	0	0	0	0					5	days	0%	0	0	0
Town Building - Town Hall	0	0	0	0	0	0					5	days	0%	0	0	0
Town Facility - Plaza	0	0	0	0	0	0					5	days	0%	0	0	0
Vegetation	52	3	4	3	45	2	1.5	3.6	3.2	8.6	52	weeks	100%	0	7	0
Vegetation - Flowers	0	0	0	0	0	0					5	days	0%	0	0	0
Vegetation - Grass	0	0	0	0	0	0					5	days	0%	0	0	0
Vegetation - Trees	0	0	0	0	0	0					52	weeks	0%	0	0	0
Water / Sewer - water quality	0	0	0	0	0	0					1	days	0%	0	0	0
Water/Sewer - odour	1	0	1	0	1	0	1		1		3	days	100%	0	0	0
Water/Sewer - water pressure	2	1	2	1	2	1	0.1	0	1.1	0	1	days	50%	0	0	0
Water/Sewer- water break	0	0	0	0	0	0					1	days	0%	0	0	0
Z- Other	25	34	19	23	21	34	1.7	1	5.2	2.6	2	days	43%	11	4	4

Requests filtered by request category that have been created 12/31/2007 - 11/13/2020 compared to 09/01/2020 - 10/01/2020 filtered to all categories within all geographies

REQUEST REPORT FROM LAUNCH TO NOV 13, 2020

Request Category	Created in period	Created in comparison period	Acknowledged in period	Acknowledged in comparison period	Closed in period	Closed in comparison period	Average days to acknowledge in period	Days to acknowledge previous	Average days to close	Average days to close in comparison period	Category SLA length	Unit of category SLA length	Percentage of requests closed within SLA	Number of requests within period that are overdue	Open count	Number of requests within period that are overdue and not closed
A - Am in need of Assistance- COVID 19	2	0	2	0	2	0	0		0		1 days	100%	0	0	0	
Abandoned Vehicle	5	0	4	0	5	0	2.6		4		3 days	40%	0	0	0	
Abandoned Vehicle - on street	4	0	3	0	4	0	0.3		2.7		2 days	50%	0	0	0	
Animal Control	10	2	7	0	10	2	0.8		3.5	0.7	2 days	70%	1	0	0	
Animal Control - Wildlife	0	0	0	0	0	0					3 days	0%	0	0	0	
Animal Control - cat	1	0	1	0	1	0	1.8		1.8		2 days	100%	1	0	0	
Bylaw	50	2	3	0	50	2	1.3		1.9	2	2 weeks	90%	4	0	0	
Bylaw - Unsightly Property	46	0	35	0	46	0	0.7		1.3		3 days	85%	8	0	0	
Bylaw - Vegetation	7	0	4	0	7	0	1.4		1		3 days	86%	1	0	0	
Bylaw - Weed Control	8	0	4	0	8	0	1.6		2.7		2 days	63%	3	0	0	
Bylaw - graffiti	8	1	3	0	8	1	0.5		1.3	1.3	3 days	88%	1	0	0	
Cemetery - Gophers	0	0	0	0	0	0					3 days	0%	0	0	0	
Cemetery - Graffiti	0	0	0	0	0	0					3 days	0%	0	0	0	
Cemetery questions	0	0	0	0	0	0					3 days	0%	0	0	0	
Facilities and Buildings owned by the Town of Drumheller	7	0	1	0	6	0	12.1		7.9		5 days	17%	5	1	1	
Garbage Collection - commercial	16	0	10	0	15	0	1.1		4.1		1 days	7%	14	1	1	
Garbage Collection - residential	16	1	3	0	15	1	2.6		2.8	0.4	1 days	27%	11	1	1	
Incident Accident Report	1	0	0	0	1	0			18.7			0%	0	0	0	
Litter - Street Garbage Bin Damaged	0	0	0	0	0	0					2 days	0%	0	0	0	
Near Miss Form	7	0	3	0	7	0	1.7		2.9		5 days	86%	1	0	0	
Parks - Dog Park	2	0	2	0	2	0	1.4		4.3		5 days	50%	0	0	0	
Parks - Garbage	0	0	0	0	0	0					1 days	0%	0	0	0	
Parks - Landscape Issue	18	0	13	0	18	0	0.8		20.4		5 weeks	39%	10	0	0	
Parks - Playground	0	0	0	0	0	0					7 weeks	0%	0	0	0	
Parks - Skatepark	3	0	2	0	3	0	2.4		2		5 days	100%	0	0	0	
Parks - Splash Park	0	0	0	0	0	0					5 days	0%	0	0	0	
Parks - Washrooms	1	0	1	0	1	0	0.3		3.8		5 days	100%	0	0	0	
Parks Issues	16	0	2	0	15	0	0.9		3.1		5 days	87%	2	1	1	
Roads - Curbs and Gutters	6	0	3	0	6	0	0.6		2.6		260 weeks	100%	0	0	0	
Roads - Grading	6	0	6	0	6	0	1.2		21.9		5 days	0%	6	0	0	
Roads - Manhole	0	0	0	0	0	0					2 weeks	0%	0	0	0	
Roads - Street Lights	1	0	1	0	1	0	0		0		1 days	100%	0	0	0	
Roads - Street Sign	8	0	6	0	8	0	1.3		11.4		13 weeks	88%	1	0	0	
Roads - Town Owned Parking Lots	3	0	3	0	3	0	0.8		10.7		260 weeks	100%	0	0	0	
Roads - Traffic Signal	1	0	0	0	1	0			1.2		1 days	0%	1	0	0	
Roads - Travel surface	19	2	0	0	19	2	4.1	7.2	4.1		5 days	84%	3	0	0	
Roads - Other	9	0	5	0	8	0	0.7		11.3		260 weeks	100%	1	1	0	
Roads - paved surface	19	2	5	0	19	2	6.9		8	1.1	5 days	58%	7	0	0	
Roads - pothole	32	1	17	0	32	1	1.8		4.5	0.9	5 days	66%	6	0	0	
Roads - sidewalk issues	20	3	4	0	17	3	2.2		5.1	0.7	260 weeks	100%	0	3	0	
Snow and Ice Removal - road	15	0	12	0	15	0	2.6		6.7		7 days	47%	7	0	0	
Snow and Ice Removal - sidewalk	5	0	4	0	5	0	1		3.5		3 days	40%	1	0	0	
Street Garbage Bin	8	1	3	0	8	1	7		12.6	4.6	1 days	25%	6	0	0	
Town Building - Arena	0	0	0	0	0	0					5 days	0%	0	0	0	
Town Building - Badlands Community Facility	7	0	3	0	7	0	5.1		6.2		5 days	71%	3	0	0	

Request Category	Created in period	Created in comparison period	Acknowledged in period	Acknowledged in comparison period	Closed in period	Closed in comparison period	Average days to acknowledge in period	Days to acknowledge previous	Average days to close	Average days to close in comparison period	Category SLA length	Unit of category SLA length	Percentage of requests closed within SLA	Number of requests within period that are overdue	Open count	Number of requests within period that are overdue and not closed
Town Building - Town Hall	1	0	1	0	1	0	0		0.1		5 days	100%	0	0	0	
Town Facility - Plaza	1	0	1	0	1	0	0.7		7		5 days	0%	1	0	0	
Vegetation	60	4	8	0	48	4	2.6		3.5	8.1	52 weeks	100%	0	12	0	
Vegetation - Flowers	0	0	0	0	0	0					5 days	0%	0	0	0	
Vegetation - Grass	7	0	5	0	7	0	1.3		17.4		5 days	14%	6	0	0	
Vegetation - Trees	13	0	7	0	6	0	0.8		12.2		52 weeks	100%	0	7	0	
Water / Sewer - water quality	3	0	3	0	3	0	0		0.1		1 days	100%	0	0	0	
Water/Sewer - odour	1	1	1	1	1	1	1	1	1	1	3 days	100%	0	0	0	
Water/Sewer - water pressure	4	1	4	1	4	1	0.1	0.2	0.6	0.2	1 days	75%	0	0	0	
Water/Sewer- water break	1	0	1	0	1	0	0.1		1.6		1 days	0%	0	0	0	
Z- Other	85	8	67	6	80	4	0.9	1.1	3.5	7.2	2 days	56%	31	5	5	

**Quarterly Report for Community Development & Social Planning Department – 2020  
Department Priorities (as determined by the 2017 Community Social Needs Assessment)  
& 2020 Strategic Priorities**

**Name: April Harrison, BA (Hons), DTLLS**  
**Period: July to September 2020 (Q3)**

**Affordable, Accessible Counselling:** The program is currently at capacity with an extensive waitlist. In an effort to mediate this in the future, we have approved a proposed alternative model for use of funds in 2021. Grant applications have been submitted requesting funding to support increased demand for counselling and therapy related to Covid-19.

**Poverty Reduction Strategy:** Drumheller Poverty Reduction Alliance (DPRA) did not meet this quarter. Thanks to a number of successful grant applications, the department has introduced several poverty alleviation and isolation reduction programs to mitigate the impact of Covid-19. The Good Food Box recommenced in September.

**Out of School Youth Programming: Camp SOFO:** Camp SOFO ran for 6 weeks after just two weeks of prep time. Several guests visited camp to share their expertise including the Family Resource Network and Rosebud Theater. **Drive in Movie** - Two community committees teamed-up to offer a free, 'double-feature' drive-in movie, including one for teens. This was well-attended and we have been asked when we will have another. We are working hard to establish a contact list with parent consent so that we can keep in touch with youth throughout the pandemic.

**Welcoming Newcomers:** Five (5) welcome packs distributed to new residents.

**Events:** September-long weekend saw live music and a Car Boot Sale in the downtown core.

**Client Database** – postponed to 2021 due to Covid-19

**Funding Applications form** – Complete

**Other:**

**Seniors Coordinator: Covid Response Programs** – programs launched to support seniors (aged 55+) to reduce isolation and maintain wellness. In August, seniors were able to book in-person appointment at Town Hall. From September they could book in-person appointments at the library, during library opening hours. Clients were also able to have appointments over the phone.

**Grants:** Applications submitted to multiple Covid-19 response grants to support key areas of: housing/homelessness, mental health/wellness, isolation/engagement, youth project during Covid, food security, home-supports and wellness checks for those aged 55+, transport, family violence, family literacy and tourism.

**Department Vacancies:**

The Community Development Coordinator position has been vacant since August 19, 2020. The position was recently re-posted due to low response to the initial posting.

The Community Events Coordinator position was vacant from December 31, 2019 and has now been filled. The Coordinator began work on October 26, 2020.

**Community Development & Social Planning Department – Q4-2019 Data**

<b>Community Counselling Program</b>	<b>Q3</b>	<b>Year to date</b>
Number of clients currently waitlisted:	17	
Number of clients currently in service:	9	41
Adults Served:	-	34
Youth served (12+):	-	4
Children served (under 12):	-	3
Household Income <\$35,000 Single or \$45,000 Family:	-	39
Household Income >\$35,000 Single or \$45,000 Family:	-	0
Individual service:	-	37
Couples service:	-	2
Family service:	-	0
# of sessions provided	51	162

**Seniors Programming - Client Seen/Services Provided – data not available. Will provide in Q4 report.**

**Non-resident Seniors Clients – data not available. Will provide in Q4 report.**

**Other Programming**

<b>Good Food Box</b>	<b>Q3</b>	<b>Year to date</b>
Number of Boxes	29	246
Number of Volunteers	1	11
Volunteer Hours	5	20
<b>Family Fun Events</b>	<b>Q3</b>	<b>Year to date</b>
Number of Attendees	285	1181
Number of Volunteers	8	52
Volunteer Hours	27	230.5
<b>Block Parties</b>	<b>Q3</b>	<b>Year to date</b>
Number of parties	1	5
Number of attendees	28	211
Number of Volunteers	4	40
Volunteer Hours	3	137
Let's Connect training attendees	0	20
<b>Youth Project</b>		
Camp Sofo	34	

<b>Covid-19 Community Response Programs</b>	<b>Q3</b>	<b>Year to date</b>
Hot Meals Program (55+)	691 meals	691 meals



## **Quarterly Report for Recreation – 2020 Strategic Priorities**

**Name: Darren Goldthorpe**  
**Period: July to September 2020**

**Community Recreation Service Level Review** – At the October Strategic Planning Workshop, it was recommended that this should be renamed as **Facility Utilization**. Administration will be monitoring usage at our facilities for trends and opportunities. COVID has had a direct impact to operations and functions of the facilities. Usage continues to look different from 9 months ago.

**Facility Condition Assessment** – COVID layoffs and staff being tasked to other responsibilities has delayed this. Recently a grant was made available for recreation facilities to conduct an Energy Audit. Additional grant money can then be accessed for the next steps including an engineering study and project implementation. Will continue to work with Director of Infrastructure and Manager of Technical Services.

**Heritage, Arts and Culture Strategy** – At the Board and Committee review meeting at the end of August it was determined that this needed to be better defined. Further follow up occurred at the October Strategic Workshop and work will begin in February 2021 to better define each element and a framework built within our organization. Grant applications are still being accepted despite COVID and 2 applications have received approvals – Drumheller Diwali Celebration and Festival of Lights.

### **Other**

**Relaunch of Recreation Facilities** – A lot of time and effort has gone into safely reopening the recreation facilities under the AHS Guidelines. These guidelines and subsequently operational plans change regularly. The arena opened during the summer for the Dragons camps. The Aquaplex and BCF opened their doors on September 9. All facilities continue to have restrictions and capacities in place for the number of users as well as spectators. Cleaning and sanitizing continues every day to ensure the safety of staff and patrons.