

Quarterly Report: Second Quarter 2009



QUARTERLY REPORT – SECOND QUARTER 2009

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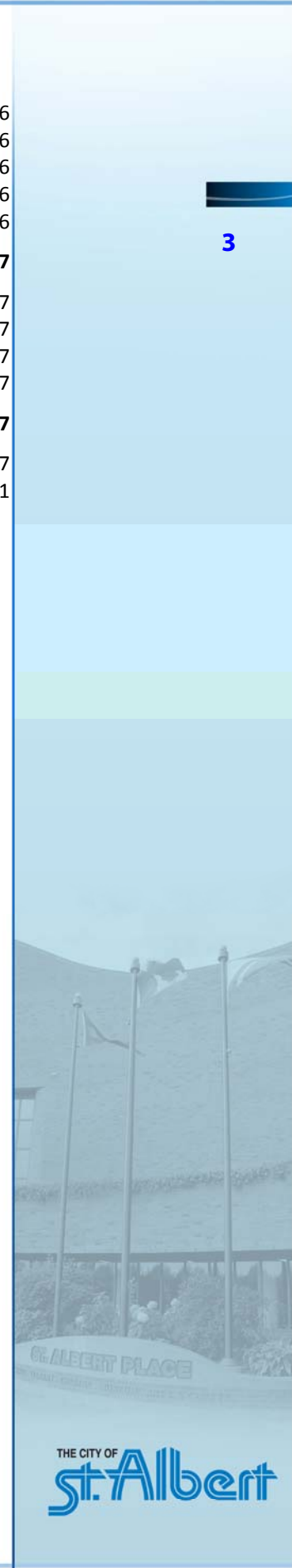
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ECONOMIC DEVELOPMENT / NON-RESIDENTIAL TAX BASE

We have more businesses and local job opportunities for St. Albertans; we have more non-residential assessment (progress towards 80/20).

PROGRESS TOWARDS 80/20

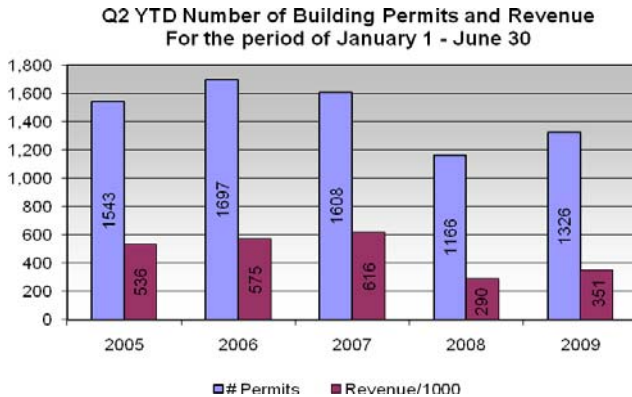
Business Attraction

Council approved the Business Attraction Plan and \$108,000 in related funding for 2009.

Staff completed the filming of business testimonials from nine St. Albert business owners, with two additional shoots planned for early July that include a segment featuring Mayor Crouse. The testimonials from St. Albert business owners aim to attract businesses to St. Albert.

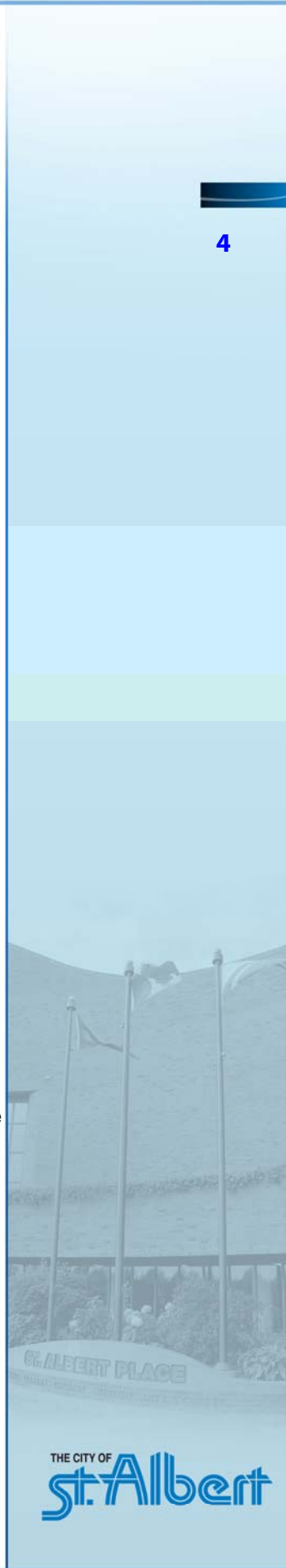
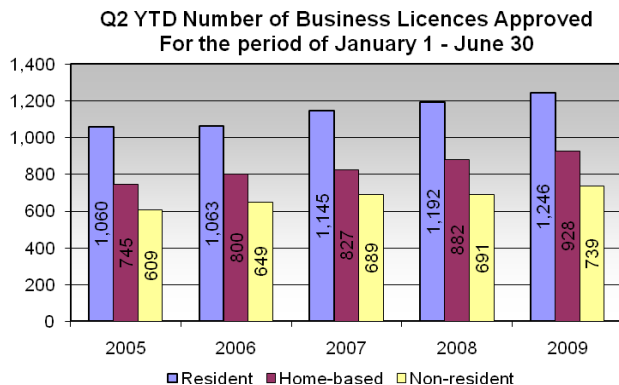
Building Permit Volume and Revenue

The number of building permits and associated revenue is increasing over last year, although it continues to be lower than the previous three years.



Business Licences

The number of business licences has increased by 148 compared to 2008. This increase in all three licence categories signals an increase in job opportunities in the city and a healthy degree of confidence in the St. Albert market.



INCREASE NON-RESIDENTIAL DEVELOPMENT

Approximately \$440,000 in municipal tax revenue was collected from Campbell North; an increase of 225 per cent over the 2007 taxation year.

Expedite future study area decisions

Future Study Areas Location Study is being conducted by Business and Strategic Services.

Pursue non-residential development

The Mayor, Deputy Mayor and City Manager met with a representative from Hopewell.

Complete Riel Drive south to Ray Gibbon Drive

The project is out for tender and scheduled to close July 8. Tentative agreements are in place for the purchase of all remaining land for Ray Gibbon Drive Stage 1.

Continue Think-tank Forums

A Think-tank on Residential Development was initiated and led by Council and staff. The session resulted in the Residential Think-tank Committee, which comprises representatives from homebuilders, realtors and developers. The committee agreed to move forward with the development of a collaborative marketing plan and a marketing firm presented its proposal. The proposal for the marketing plan will be presented to all stakeholders at a September meeting.



TOURISM

Develop a Hosting Strategy

The final report on the hosting strategy has been received. Administration is preparing to present the report, along with implementation recommendations, to Council on August 17.

BRANDING THE CITY

The City branding project is well underway. Destination Developments Incorporated (DDI) visited St. Albert from June 8 – 12 to conduct a charette week. The week consisted of two public meetings, two public open houses and one-on-one interviews with previously identified community leaders. Additional information was also gathered through email and a survey on the City website. In order to start to test brand feasibility, the DDI team also visited many of St. Albert's attractions and St. Albert's competitors.

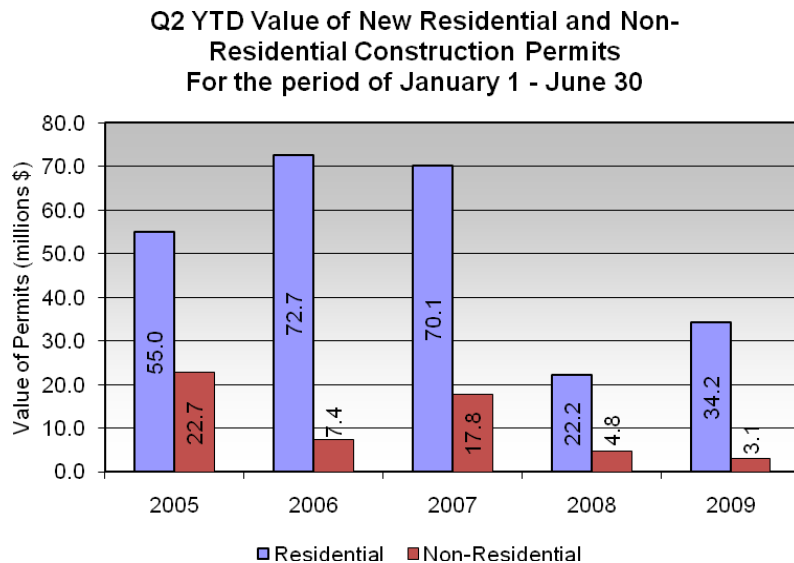


DDI is now doing further feasibility testing, developing a preliminary graphics package and a marketing plan. This work will be vetted through the Brand Development Committee that was formed when DDI was in St. Albert. DDI will be back in early November to present their findings.

OTHER ITEMS OF IMPORTANCE TO COUNCIL

Value of Construction Permits

The value of residential construction permits has increased over 2008, although it continues to be less than the previous three years. The value of non-residential construction permits continues to decrease.



COMMUNITY SAFETY

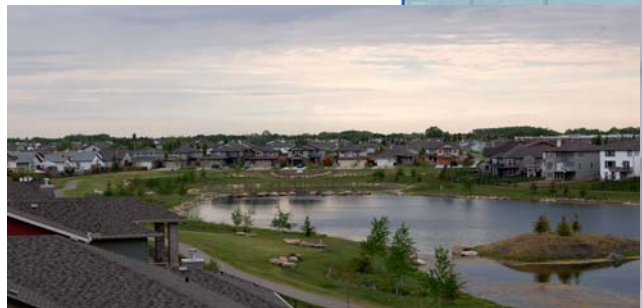
St. Albert is one of the top five safest cities in Canada.

IMPLEMENT NEIGHBOURHOOD DEVELOPMENT INITIATIVES

Neighbourhood Development in Braeside

Members of the Neighbourhood Development Committee are working with residents in Braeside to develop and implement strategies to decrease crime in that area. Braeside residents presented a neighbourhood work plan to Council identifying a number of potential strategies to manage issues in their neighbourhood.

City Departments are supporting the Braeside work plan, specifically by removing picnic and park benches, pruning shrubs along the Red Willow Trail path and meeting with the St. Albert Centre manager and mall security to address issues such as security cameras and shopping carts. FCSS, Public Works and the RCMP meet with Braeside residents monthly to lend further support and to strategize other options to manage these concerns.



The RCMP, along with Municipal Enforcement Services, is now using the electric patrol vehicle to increase the police presence on the trail system in Red Willow Park.

Safe Communities Innovation Fund

The Safe Communities Innovation Fund grant of \$450,000 over the next three years was approved by the Province. Two additional staff will be hired, one Neighbourhood Development Coordinator and one Crime Analyst/Social Planner.

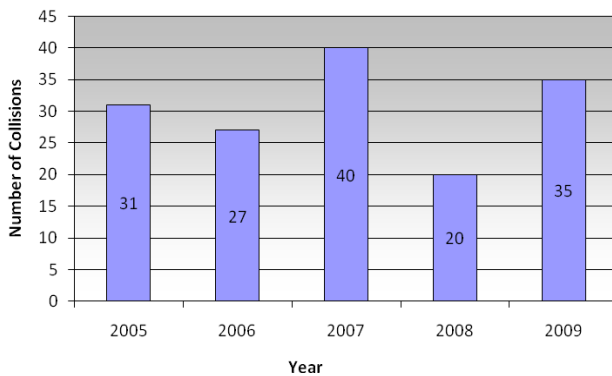
INCREASE TRAFFIC SAFETY

The St. Albert RCMP Detachment counts traffic safety as a detachment in support of Road Safety Vision 2010, a national initiative that aims to have the safest roads in the world by the year 2010. Key areas of focus are:

- Impaired driving
- Intersections
- Seatbelts
- Speeding

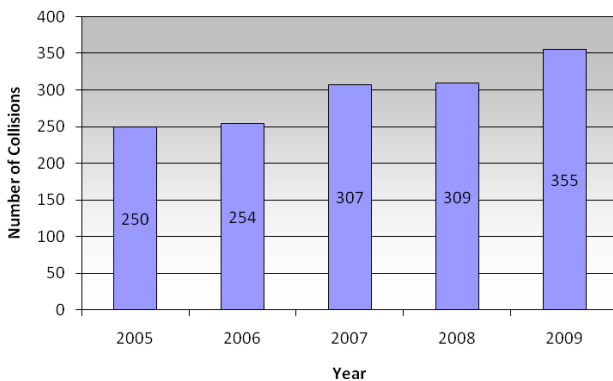
The injury collision trend for the second quarter has been described as irregular. This quarter's statistics are up from last year, but are fairly consistent with the five-year average. A fatal motor vehicle accident has not occurred in St. Albert in more than one year.

Q2 Number of Injury Collisions
For the period April 1 - June 30



The following represents St. Albert's overall non-injury collision picture for the quarter. The increasing trend is consistent with last year's quarter.

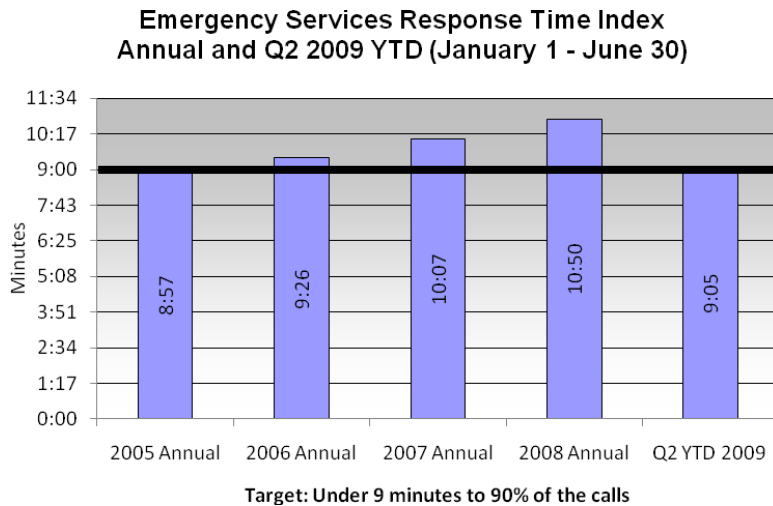
Q2 Number of Non-Injury Collisions
For the period April 1 - June 30



OTHER ITEMS OF IMPORTANCE TO COUNCIL

Emergency Response Times

The 2009 response time average is 9:05, which is only slightly higher than the established benchmark of responding to 90 per cent of calls within an average of 9:00 minutes.



SOCIAL AND COMMUNITY DEVELOPMENT

Residents have a strong connection to the community and participate in the growth and evolution of the city.

REVIEW RESULTS OF THE 40 DEVELOPMENTAL ASSETS MODEL/PROGRAM FOR YOUTH

Asset Development Team

The Asset Development survey results were presented to Council and School Trustees in April. St. Albert youth were excellent ambassadors as they presented the results to the community at a special event at the Arden on April 30. Renowned Asset Development supporter Keith Pattinson and James Vollbracht, author of *Stopping at Every Lemonade Stand: How to Create a Culture That Cares for Kids*, were on hand to present the importance of the asset development philosophy and how the community can play a part.

The Asset Development Team met several times in June to develop a project charter, update the communications plan and to discuss strategies for the summer months.

Training related to Asset Development and Positive Ticketing was completed for the RCMP, library and Public Works staff and at a 'brown bag' lunch for other interested staff.



DARE

The St. Albert RCMP Detachment had a successful school year delivering the DARE program to grade six students in St. Albert. In total, 33 grade six classes in 15 schools have been instructed with approximately 792 students receiving the training.

Informal School Visitation

St. Albert RCMP Detachment members visited the junior high schools a total of 168 times in the second quarter with a focus on building positive relationships with students. A total of 646 school visits were made during the school year, which is an increase of 40 visits over the previous year.

COMPLETE PHASE II OF RIEL PARK REDEVELOPMENT

Phase I Construction

Phase 1 construction is complete, with some last items being remedied and cleanup underway. The RFP for Phase 2, 3 and 4 has been awarded to Associated Engineering, whose team is rounded out with a number of specialty sub-contractors. A startup meeting has been held to confirm and clarify roles and responsibilities, as well as the steps required to begin design work.

Stakeholder Partnering Workshop

A Stakeholder Partnering Workshop is planned to learn from the Phase 1 work, formalize the communication patterns, as well as to establish the priority work, schedules, consultation plan and milestones. The workshop will consist of two meetings during the summer months.

Community Capital Grant Program

The Rotary Club was approved for funding through the Community Capital Grant Program. The development project will proceed with the next step, which is the response to the Community Facility Enhancement Program grant application submitted.

The Kinsmen Rodeo

The Kinsmen Rainmaker Rodeo was tremendously successful and the support of the Engineering, Public Works, RCMP and Recreation Services departments contributed by offering site and operational support. Figures are being compiled to quantify the cost of the support provided by the City.

Grand Opening Celebration

On May 9, the City held a grand opening celebration for Phase One of Riel Recreation Park. The event included participation by provincial and federal representatives, various local sports partners and the Edmonton Eskimos.



ASSESS THE SMART GROWTH GUIDELINES

The timeline has been extended based on Council's desire for more education sessions and a fiscal impact assessment. Workshops with City Council are scheduled throughout the summer and the Fiscal Impact Analysis has commenced.

COMPLETE INFILL GUIDELINES FOR MULTI FAMILY

Because staff are focusing their energy on the new Smart Growth timelines, the infill guidelines for multifamily developments may be delayed.

COMPLETE A ST. ALBERT PLAN FOR SENIORS

The St. Albert Seniors' Working Group presented the report: "A Community for ALL Ages: A Plan for St. Albert's Seniors" to Council. The plan is available on the City's website. St. Albert Seniors' Working Group sub-committees are moving ahead on key initiatives and the Seniors' Working Group continues to meet monthly to receive updates on the sub-committee progress.

Transportation Sub-committee

Mayor Crouse attended the June Seniors Working Group meeting. The discussion focused on transportation and the Mayor spoke about the Capital Region Transit Committee and specialized transportation in the region. The group's Transportation sub-committee is reviewing options around transportation for seniors, specifically addressing the five As: accessibility; adaptability; affordability; availability; and acceptability.

Seniors Elder Abuse Sub-committee

The Seniors Elder Abuse sub-committee has partnered with Community Initiatives Against Family Violence to assist them with the development of an Elder Abuse Protocol.

ENCOURAGE STRATEGY AND MOBILIZATION COMMITTEE

The Child, Youth and Family Working Group have struck three sub-committees to respond to emergent community needs. These include:

- Birth Control sub-committee – St. Albert has seen a significant increase in the number of teenage pregnancies in 2009 and the committee is formalizing a plan to ensure access to birth control information is available in St. Albert.
- Parent Information Series sub-committee – This will see that a series of parent information sessions are held to ensure parents are knowledgeable about the services and resources available in St. Albert and specifically address the parent's roles and responsibilities necessary to support their own families.
- Sub-committee to support the growing number of Military families in St. Albert – Information packages identifying St. Albert resources and services will be put together and dropped off at the Military Family Resource Centre.

The Seniors' Working Group and the Child/Youth/Family Working Group continue to meet and strategize around the identified priorities that they agreed on.

IMPLEMENT THE FCSS PROGRAM REVIEW RECOMMENDATIONS

Recommendations were presented to Council and the FCSS Director developed a plan to implement the recommendations. One of the recommendations is to develop a comprehensive community needs assessment tool. A Community Needs Assessment was distributed via Survey Monkey to working partners throughout the community. The survey has been left in community hair salons, Fountain Park Pool, St. Albert Seniors Centre, Youth Community Centre, Community Information and Volunteer Centre, Public Library and Grandin Medical Clinic.



FINANCIAL SUSTAINABILITY

Strong financial policies and management ensures the city's sustainability.

REVIEW COUNCIL'S FINANCIAL POLICIES

Work continues on the offsite levy policy; it is scheduled to go forward to the Finance and Audit Committee on September 14, 2009.

ACQUIRE RAW LAND IN ANNEXATION AREA FOR MUNICIPAL PURPOSES

Staff completed an inventory of City-owned land and land-related assets and a rough Land Need Assessment. This is being used as the basis for a draft "Land Strategy" for the City. The City Manager intends to bring this to Council in early fall.

OTHER ITEMS OF IMPORTANCE TO COUNCIL

Assessment and Taxation

At the end of May, the City mailed out the 2009 Assessment and Taxation Notices to residents. Along with the notice, residents received a new brochure titled, "Understanding Your Assessment and Taxation Notice." The brochure covered the most common questions residents have about their notices, as well as additional information to help address some of the misconceptions and confusion around the assessment process and how taxes are collected in municipalities.

Municipal Price Index

Administration completed development of a Municipal Price Index (MPI) and presented a report to Council on the methodology used to arrive at the MPI for St. Albert.

Capital Budget Amendment

Alternate sources of funding were identified to mitigate the effects of the decrease in capital funding that was announced by the provincial government earlier this year. Surplus funds from prior periods, along with a combination of project deferral and reserve funding, will be proposed to offset the decrease.

ENVIRONMENTAL SUSTAINABILITY

We are taking care of the environment for future generations.

IMPLEMENT ENVIRONMENTAL MASTER PLAN GOALS

The Environmental Master Plan 2009 work plan has been scaled back to include only initiatives already underway and some limited work on the greenhouse gas emissions and Sturgeon River goals. With the elimination of the new employee position in the Office of Environment that was to start on September 1, 2009, progress on any new initiatives for the City's Environmental Master Plan will be delayed until 2010.

The latest Report on the Environment ran in the St. Albert Gazette in April. The report covered the specific goals and targets of the City's Environmental Master Plan, as well as information on St. Albert's progress on the environmental sustainability front.



Maintain Air Quality

Clean Air Day was celebrated on June 3. The Idle-Free Bylaw education and awareness activities were completed, including a one day Idle-Free Bylaw Blitz on June 11.

Preserve and Manage Trees, Parks and Natural Areas

The City held its Arbor Day celebrations on Mission Hill on May 25. The event included participation by almost 400 grade one students from seven local schools. The students learned about nature and trees and each child planted a tree to help revitalize the area near the Little White School.

Reduce Contamination by Improving Hazardous Waste Management

Former landfill groundwater and seep water quality monitoring was completed for the spring/summer.

Proposals were received from three consulting firms and Golder Associates was selected to complete the Screening Level Risk Assessment and Site Management Alternatives Report for the former Public Works Yard.

Protect and Maintain the Sturgeon River Watershed

Sturgeon River monitoring information will be summarized in the fourth quarter. The City will be working with the Environmental Advisory Committee on developing a terms of reference for a State of the Sturgeon report.

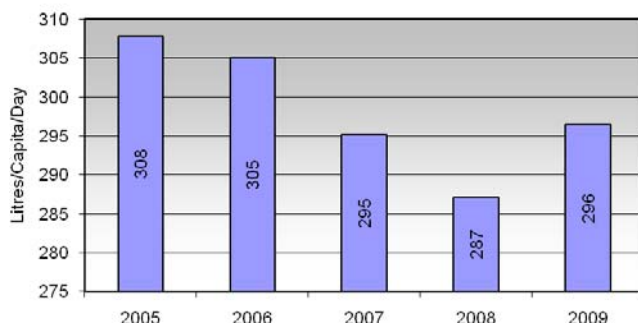


Reduce water consumption

The Rain Barrel Program sold 450 barrels to residents at a cost of \$50.

The summer water conservation campaign started up with pedway banners, advertisements on Servus Place TV Screens and in Citylights. Despite the campaign, a dry spring caused the water consumption figure to go up in the second quarter of 2009 compared to 2008.

Q2 Water Consumption
For the Period of April 1 - June 30



IMPLEMENT A CORPORATE WIDE ENVIRONMENTAL MANAGEMENT SYSTEM (EMS) PROGRAM

The work plan for 2009/2010 is being revisited based on new resource and budget constraints.

Transit

Transit EMS Team successfully completed an internal audit of its four environmental programs. Transit EMS management reviewed the progress and suitability of the EMS programs. Some significant environmental improvements have been made since Transit became ISO 14001 certified in 2005 and new programs are being introduced to build on those successes.

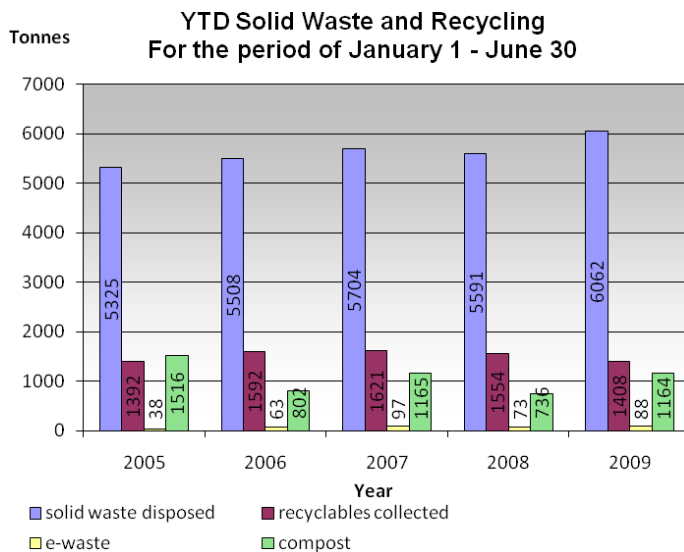
Public Works

Public Works EMS Teams completed their first internal or 'readiness' audit. It was an intensive three days of meetings, interviews and document review. It was found that the Public Works EMS complies with the ISO 14001 standards, with some areas requiring some final refinements prior to the registration audit in fall 2009.

RECYCLING AND SOLID WASTE

The updated Solid Waste Management Bylaw and Fee Structure was approved by Council in May. The contract for curbside recycling was awarded to Ever Green Ecological Services.

Communications for curbside recycling and changes to the PAYT system are underway and residents continued to receive their latest mailout packages with the new PAYT tags. This package included an information pamphlet on the changes to the PAYT program and the introduction of curbside recycling in St. Albert. The website was also updated with information on both programs. The Solid Waste Information Officer was receiving an average of 20 – 50 phone calls/walk-ins/emails per day in June. This is expected to increase after July 1, which is the implementation date of PAYT changes and curbside recycling.



ENSURE EFFECTIVE PRESERVATION AND PROTECTION OF NATURAL AREAS

The City participated in a planning meeting with Ducks Unlimited and provincial representatives to discuss the actions required to support the John E. Poole Wetland Interpretive Site Project, a development planned for within the Lois Hole Provincial Park. Ducks Unlimited hosted an open house with approximately 30 people in attendance to gather community feedback about the proposed development.

CONTINUE TO ENHANCE RED WILLOW PARK AND THE TRAIL SYSTEM

Complete the Erin Ridge/Oakmont Trail Development

Administration released the tender for the construction of the Erin Ridge/Oakmont trail development. The construction schedule will see the Erin Ridge phase of the project completed by October 2009.



IMPLEMENT PARKS AND OPEN SPACES MANAGEMENT PLAN

A writer has been selected to compile the plan and incorporate other related information and research from City departments. It is anticipated that the plan will be completed by year-end.

AFFORDABLE HOUSING

We encourage, nurture and lead change to bring more diverse accommodations and a wider range of affordable housing options to the city, ensuring people in all age groups and socio-economic categories have the ability to live in St. Albert.

UPDATE THE AFFORDABLE HOUSING STRATEGY

The update to the Affordable Housing Strategy is being undertaken by the Housing Society and Councillor Gareth Jones.

Habitat for Humanity

The City worked in conjunction with Habitat for Humanity to co-ordinate a sod-turning event that took place on April 9 for the non-profit group's first project in St. Albert. The project in the City's North Ridge neighbourhood will be completed through a building blitz that will include support from many volunteers in the community.



OTHER ITEMS OF IMPORTANCE TO COUNCIL

Temporary Residential Services

The St. Albert Temporary Residential Services Committee that oversees the St. Albert Rental Assistance Program reports that 53 households are currently being supported through the program.

150TH YEAR CELEBRATION

St. Albertans celebrate our history, arts and culture.

PLAN THE YEAR LONG 150TH CELEBRATION ACTIVITIES

The Committee has chosen the official logo for Rendezvous St. Albert 2011 and it was unveiled on June 1 in the lobby of St. Albert Place.

Public Forum sessions took place in June with at least 10 organizations represented each night. It was a great opportunity for organizations to share their ideas and assisted the board in gaining a better understanding of what the community envisions for the celebration. The committee will develop a Calendar of Events from the information received.

ADVOCATE FOR SPECIAL FUNDING FOR LEGACY PROJECTS

Founders' Walk

Confirmation was received by Minister Lindsay Blackett that \$380,133 has been approved through the Major Community Facilities Program (MCFP) to assist with the development of Founders' Walk. These funds will assist in completing Phase 1 of the project, which is scheduled to be 'unveiled' and showcased to the community in the spring of 2011.

A team of consultants are working on scripting the 'stories' for the story boards. This is scheduled for completion in October 2009. The design for Founders' Walk is underway as well, with a planned October completion. The outcomes from these parallel projects will be contained within the RFP that will be developed to hire a contractor to do the construction. The RFP is expected to be issued and the contract awarded by February 2010.

DOWNTOWN

St. Albert has a vibrant downtown.

DEVELOP A VISION AND GOALS FOR THE DOWNTOWN

Council approved a vision statement and objectives for the downtown and made a motion they be included in the Terms of Reference to update the Downtown Area Redevelopment Plan.

REVIEW AND REFINE THE DOWNTOWN AREA REDEVELOPMENT PLAN

Administration launched the Downtown Beautification Program, for which the City would cost share storefront beautification/signage to a maximum of \$2,500 per business.



CULTURE, ARTS AND HERITAGE

The community is recognized for its culture, arts and heritage.

ESTABLISH AN "ARTS DAY" PROGRAM

Mayor's Celebration of the Arts Gala - September 18, 2009

In conjunction with Alberta Arts Days, which is September 18 – 20, an "Arts Day" Program has been developed. The program includes items such as the Mayor's Celebration of Arts Gala and free performances of music, theatre and dance.

PROMOTE THE ARTS AND HERITAGE DISTRICT

A new brochure was produced to showcase art in public places in the downtown core.

ADVOCATE WITH OTHER LEVELS OF GOVERNMENT TO INCREASE FUNDING

Cultural Services is applying for a Cultural Spaces grant for Arden Theatre seat replacement and lighting renovation.

HERITAGE SITES MASTER PLAN

Complete a functional site plan for the Heritage Site

The public open house was held in June at the Train Station. Following the open house, the functional plan was finalized and presented to Council by the consultants (ISL and HIP Architects). Council approved the functional plan and the detailed design for Phase I of the plan is now proceeding.

Complete work on the Heritage Site as recommended in the functional site plan

Following the approval of the functional plan and detailed design for Phase I, Cultural Services and the Arts and Heritage Foundation will continue to work with the consultants to produce the detailed design and costing for the restoration of the provincially designated grain elevators. The detailed design will be presented to Council on November 30 for final approval, with proposed restoration to commence in the spring of 2010.



OTHER ITEMS OF IMPORTANCE TO COUNCIL

Douglas Cardinal visited St Albert Place on June 12. A special Council meeting was held on the plaza and St. Albert Place was designated as a Municipal Historic Resource.

Bylaws 13-18/2009 are now in place and the following City-owned heritage buildings are now designated as municipal historic resources: Banque d'Holchelaga, Juneau House, Little White School, Alberta Grain Company Elevator, Alberta Wheat Pool Grain Elevator, Cunningham House, Hogan House and surrounding land (river lot 24).

INFRASTRUCTURE PLANNING

The city is growing; infrastructure is in place and we continue to plan for the future.

UPDATE THE LONG-TERM INFRASTRUCTURE STRATEGY

This is an ongoing program; however, with the Infrastructure Manager vacancy, the update to the plan is on hold until the third or fourth quarter. The current focus is on the higher risk asset classes that have a shorter lifecycle and lower capital replacement value to ensure adequate funding is directed to the right asset class. City-owned buildings are high on the list and will be reflected in the upcoming budget cycle. Longer lifecycle and higher capital value assets will require additional examination to ensure the proper strategy is selected.

PLAN FOR AND ADDRESS FUNDING ISSUES RELATED TO MAJOR ROADS

Ray Gibbon Drive

Administration will go to Council in July for approval of the remaining required land purchases for Ray Gibbon Drive Stage 1. Stage 2 land purchases are complete, excluding the land needed for the CN overpass and temporary bypass road, which are part of Stage 3. Stage 3 land purchases are still required and Stage 3 design is nearly complete; both are dependent on provincial funding.

This project was not included in the 2009/2010 budget announcement; therefore this will be a potential 2010/2011 project.

Build LeClair Way from South Riel to Ray Gibbon Drive

The City is finalizing the land acquisition with Beaverbrook and Hopewell. Administration will bring the contract and related land purchases to Council on July 13.

PUBLIC TRANSIT

Advocate for Light Rail Transit to St. Albert

Staff attended the first session of the Edmonton NW LRT Study. The City contributed \$50,000 towards this study.

COMPLETE AND APPROVE THE PUBLIC WORKS LONG TERM DEPARTMENT PLAN

Long-term plan development was finalized in June and will be brought forward to Council later in 2009.

OTHER ITEMS

SERVICES, PROGRAMS AND STANDARDS ARE BEST IN THE REGION

Participation in Cultural Programs

Registration in the Visual Arts Programs has increased dramatically due to designated marketing resources. An increase in the number of participants during spring break and the number of participants in the papermaking workshops during the Children's Festival are now included in the total. Also, during the second quarter of 2008, the studios were under renovations, so no workshops took place.

Q2 Statistics (Apr to Jun)	2005	2006	2007	2008	2009
Visual Arts Programs	192	86	53	62	1,236
Performing Arts	198	253	251	190	243
Children's Theatre	22	26	27	49	47
Arden Theatre Total Participants	45,535	36,524	34,760	36,159	26,528
Total	45,947	36,889	35,091	36,460	28,054

Participation in Recreation Programs

Q2 Statistics (Apr to Jun)	2005	2006	2007	2008	2009
Community Recreation Program Registrants	552	658	314	214	100
Public Skating Attendance	1,930	1,509	1,323	1,017	0
Shinny Hockey Attendance	1,371	1,141	385	389	0
FPRC Attendance	100,693	84,760	89,809	96,908	94,101
Total:	104,546	88,068	91,831	98,528	94,201

There is no public skating or shinny during the second quarter of 2009.

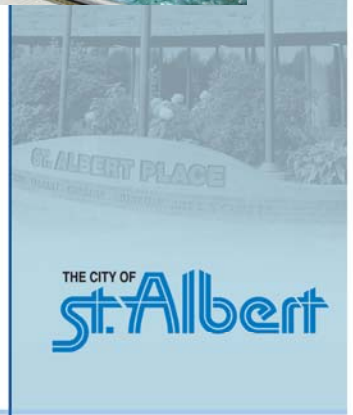
Servus Place Highlights

After the six months of operation in 2009, Servus Place is performing slightly ahead of budget. Revenues for the first six months have exceeded budget by \$70,562 (2.4 per cent) and expenses are under budget by \$317,541 (8.4 per cent), resulting in a year-to-date (YTD) deficit of \$388,103 and a YTD cost recovery of 87 per cent.

The average membership per month for YTD is 7,264 with annual members making up 72 per cent - an increase of 16 per cent from January 2009.

The 2009 YTD total day uses are 49,631 (23.9 per cent) over the same period last year. The 2009 YTD total paid passes are 14,827 (30.7 per cent) over budget. Day use admissions continue to be strong; Positive participation numbers for the month and year demonstrate a greater willingness to pay for our various facility amenities on a shorter term, one-time basis.

Camp registrations for both Servus Place and City wide programs are off budget compared to 2008. The effects of increased competition in the market and the economy are indicated in the current registration numbers. Registrations are currently at 70 per cent of last year's participant totals.



Participation in Servus Place Programs

Q2 Statistics (Apr to Jun)	2008	2009
Average Memberships per Month	7,338	6,964
Day Passes	21,968	25,730
Fitness Centre Users	58,692	69,544
Fitness Centre Daily Average	645	766
Child Minding Attendees	2,257	2,695
Water Play Park Users	49,484	52,290
Hours of Rented Space	2,210	2,783
Fitness Registered Program Participants	6,120	6,883
Fitness Drop-in Program Participants	6,252	8,736
Recreation Registered Program Participants	1,834	1,174
Recreation Drop-in Program Participants	3,421	2,060
TOTAL	160,221	180,561

* Servus Place was not collecting data in 2007; the facility opened in October of 2006.

**Program registrants are calculated by counting the total number of individuals that are registered in a program. Program participants are calculated by counting the number of times that each registrant attends the program - i.e. one registrant could attend one program that runs for five days and that would be five participants.

Servus Place Market Study

Margaret Kool Marketing has been retained to carry out the market study for Servus Place. Market research is ongoing, while the market fee review was completed.

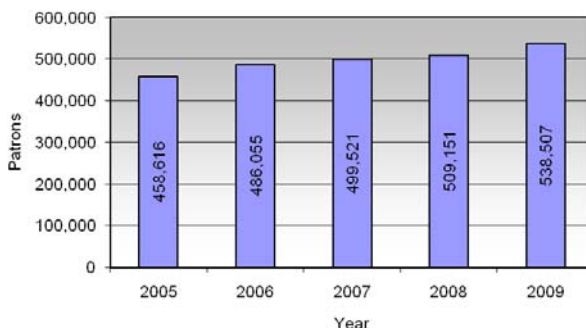
Servus Place Food and Beverage

A Request for Proposals for food and beverage services was issued for all vacant and potential locations.

Transit Commuter Ridership

Transit commuter ridership continues to increase and is up 5.8 per cent over 2008.

Q2 YTD Transit Commuter Ridership
For the period of January 1 - June 30



Municipal Enforcement Services

The following charts represent a comparison of the reported incidents and charges for St. Albert for the second quarter of 2009. The number of incidents decreased over previous years in all categories except assists/warrants, which increased slightly. The number of charges increased in all categories, with the most significant increase to moving infractions.

Q2 (Apr to Jun) Reported Incidents	2005	2006	2007	2008	2009
Animal Calls	n/a	n/a	305	301	286
Misc. Bylaw	n/a	n/a	72	74	52
Misc. Prov. Statute	n/a	n/a	7	10	7
Snow Removal	n/a	n/a	0	6	0
Traffic Bylaw/Parking	n/a	n/a	403	474	418
Assists/Warrants	n/a	n/a	6	9	11
Waste/Unsightly/Weed/Environment	n/a	n/a	141	180	106
Traffic Safety Act	n/a	n/a	58	103	80
TOTAL – Reported Incidents	n/a	n/a	992	1,157	960

* Accurate Historical Data for 2005/2006 for Reported Incidents is not available.

Q2 (Apr to Jun) Charges	2005	2006	2007	2008	2009
Moving	n/a	543	370	213	344
Non-moving	n/a	112	189	135	151
Parking	602	574	668	536	583
Bylaw	n/a	99	119	82	102
Other	n/a	12	3	13	11
TOTAL - Charges	n/a	1,340	1,349	979	1,191

* Accurate Historical Data for 2005 Charges is not available.

Community Survey

A total of 800 St. Albert residents participated in telephone surveys in mid-April as part of the 2009 Community Satisfaction Survey. The survey measures residents' satisfaction with City programs, services and amenities. The results of the survey were presented to Council in May and they showed a high level of overall satisfaction and great results for amenities such as Servus Place.

Ourtown 101

A first-time offering of this program took place in June. The structure was in the form of an educational bus tour that would visit key points of interest around St. Albert and focus on the city's history and the environment. Also showcased were some of the city's green and historical attractions like St. Albert Place, Fire Hall Number 3, Founders' Walk and Grandin Pond. A Community Initiatives Program grant was received from the Province to fund the program and participant feedback was very positive.

Eskimos Training Day

Eskimo fans came out on June 21 to watch the team practice for the upcoming season on the new field at Riel Recreation Park. Over 550 community members visited the park, received autographs from members of the Edmonton Eskimos, had photo opportunities and enjoyed a food concession provided by St. Albert Minor Football.

Chamber of Commerce Trade Show

The City participated in the 2009 Chamber of Commerce Annual Trade Show. Numerous departments provided promotional and educational materials for the City booth, which attracted both residents and visitors.

Unsung Volunteer Hero Awards

The City's 2009 Unsung Volunteer Hero awards took place on April 21. A total of 47 community members were honoured for the wide variety of volunteer work they do for St. Albert residents.

Lois Hole Sculpture

The Lois Hole Commemorative Sculpture unveiling took place on May 14 and was attended by school groups, seniors and representatives from all levels of government and the community at large.



International Children's Festival

Throughout the festival, 85 main stage performances and 20 low cost site activities were offered. The St. Albert Children's Theatre Festival performances of "Oink" were sold out with holdovers planned for June 15th. CFB Edmonton built a temporary medium girder bridge across the Sturgeon River to access École Father Jan, a festival theatre venue.

Assessment Appeals

Assessment received a total of 89 appeals. Assessment Review Board sessions will convene in September and October. It is expected that the actual number of appeals heard by the board will be approximately one-third of the appeal total.

GFOA Conference

Financial Services hosted the 2009 GFOA Alberta Conference. Delegates at the three-day conference included 250 municipal finance professionals from across the province.

Telephone Upgrade

The St. Albert Place telephone upgrade was completed with VOIP (Voice Over Internet Protocol) for all City Administration and digital for the library and museum. The contract for the phone sets was awarded to Bell Canada.

Microsoft Office 2007 Rollout

The Microsoft Office 2007 upgrade was completed for all City computers. Support to staff for Office 2007 is being provided by a contract summer student until the end of August.

Olympic Torch Relay Route Event

The Olympic Torch Relay will make a stop in St. Albert and staff are planning celebratory activities for the relay, as well as for the weeks leading up to the event. The route will be announced as the event nears.

ATTRACTING AND RETAINING HIGH QUALITY EMPLOYEES

IAFF Bargaining

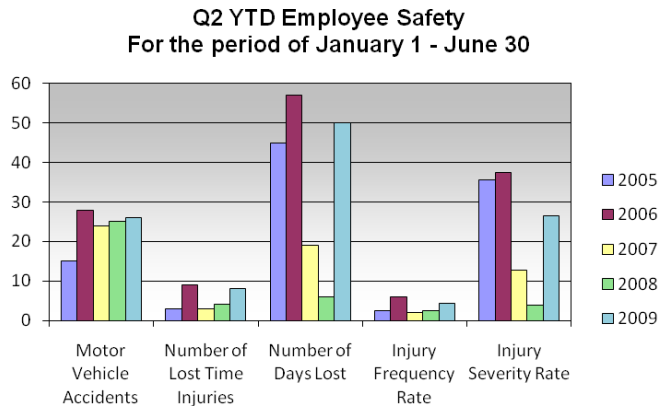
Bargaining with IAFF and RCMP continues.

Employee Benefits

The Employee Benefits Survey was completed and the consultant will be reporting back in June.

Safety Statistics

While still better than other previous years, all safety statistics are higher than they were in 2007 and 2008, which were extremely good years.



Definitions

Injury Frequency Rate = $\frac{\# \text{ of Injuries} * 200,000}{\text{Total Hours Worked}}$

Injury Severity Rate = $\frac{\# \text{ of Days Lost} * 200,000}{\text{Total Hours Worked}}$

Vehicle accidents are preventable on-road vehicle collisions.

Staffing and Recruitment

Turnover has decreased from a high in 2008 of 6.7 per cent to 3.6 per cent in 2009. This improvement may be related to the increased unemployment rate.



There were 107 competitions so far in 2009, compared to 115 at the same time last year. Some of this decrease is related to the hold on hiring for new positions until the third quarter instead of the second quarter as in previous years.



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