

# TOWN OF PINCHER CREEK

## “OPERATIONS DEPARTMENT”



### First Quarter, 2020 Review for the Town of Pincher Creek Operations Department

#### **Projects that the Operations Department were involved in were as follows:**

- ❖ Christmas decorations came down and any needed repairs were made to decoration, so they are ready for the 2020 Christmas Season.
- ❖ 5 - Water Main Breaks were repaired
- ❖ Year-end inventory count was completed
- ❖ Extensive repairs have started on the irrigation lines. As they are completed, they will be turned-on and charged for the growing season.
- ❖ Sidewalk and trail snow removal carried on as usual.
- ❖ Regular snow removal was required on streets with only one significant snowfall in January and one in February.
- ❖ Online courses provided to staff to keep up with required levels of certification
- ❖ Regular maintenance on Towns Administration and Operations building, RCMP building and The Lebel Mansion, CCR with the addition of 33 additional Citizen Requests for maintenance at those facilities.

### Structural fire at the Kind Edward Hotel

On February 15, 2020, the call for assistance came to Al Roth at approximately 4am. Immediately all available Public works employees were dispatched to the site to assist in any way needed.

Public Works response to fires is often behind the scenes but just as important as First Responders as it is their job to keep the Town's infrastructure and Town Residents safe.

#### Support from Public Works was provided in the following ways:

- Barricades were provided by our department to stop vehicles from entering the area and damaging firefighting equipment and Town Infrastructure. Staff were stationed at those barricades throughout the day as extra guidance is needed to keep residents at a safe distance from the fire.
- The added demand for water is significant at the time of a fire especially for one of this size. Because of this, the reserve water levels had to be manipulated & monitored throughout the next few days to assure pressure was not lost.
- That amount of water and extra debris going into the storm sewer system required extra attention, which Alberta Environment confirmed when they arrived on scene. Hay bales were outsourced and positioned in key locations to filter out larger debris and effluent, along with extra dichlorination pucks that were added to the catch basins to dilute the treated water before it entered Pincher Creek.
- In total 5 Operations employees assisted with the fire over the next few days.
- The town provided an additional employee, loader, and haul truck the following day to assist with the removal of debris from Main Street so it to be opened to traffic.
- The Ops department also liaised with the contractor in charge of cleanup and removal to ensure that Town infrastructure would not be damaged.





In early January, the Public Works yard became a hub of activity as the Rogers Tower was being stood up. This meant a significant amount of the Public works yard would be lost, so the staff spent a few days re-situating the yard materials, equipment and vehicles to accommodate the loss of areas and change in directional flow of traffic in the yard. There was also a significant amount of time spent Orientating the contracted employee that came on site from the 4 different contracting companies, this went on for over a month. The Operations Department also dealt with residents' inquiries that came through the Citizen Request System and Social Media.

## **Streets, Water and Wastewater Distribution**

Ongoing, Completed & Up and Coming Projects:

- Asphalt and concrete repairs list for locations
- Lebel Mansion – Elevator Installation (in process)
- Tumbleweed Path System (project started but was postponed until spring for completion)

## **Water Treatment Numbers**

✚ Sanitary wastewater approval # 95-MUN-080 Jan 2020 – Mar 2020  
Total volume flows = 164,330 M3

✚ Water treatment filtered and treated water for distribution Jan 2020 – Mar 2020  
Total volume flows = 168,680 M3

## **Fleet Update**

- Ongoing maintenance on snow removal equipment, prep maintenance on grass cutting equipment and vehicles
- Parts ordering as needed
- Alberta One Call locates “39 total for this quarter”

## **Cemetery Update**

- ❖ 2 – Full Inurnments
- ❖ 3 – Full burials
- ❖ 2 – Niche Front Installed

## **Administration Update**

In January of 2020, the Operations Department began the process of responding to all Operational action required Citizen requests. When an Operations Citizen request is received it is immediately moved to an “in progress” status and the response “under review by Ops” is added so anyone can check and know it is being review. If the residents have provided their email, they will receive that information. Unless additional time is needed most Operations requests are responded to within a 24-hour period. The actioned response is emailed to the resident, so they know what action has been taken. This process was slow starting out but has gained momentum as “Canned Responses” have been developed. In this quarter 437 citizen requests were logged with 403 of them being Operational, all of them were actioned with roughly 100 of them requiring responses to be attached for residents.

***When a resident enters their own request, the response is emailed directly back to them for tracking purposes.***



Administratively, the Operations Department prepared 14 - Development Response letters, 1 property request for information, 7 - requests for decisions, 3 - Operation Committee Response Letters and organized 3 - sewer camera requests and provided documented letters of results.

# 2020 FIRST QUARTERLY REPORT

