

City of Grande Prairie Annual Report 2021

Highlights



Table of Contents

Mayor and Council	1
Communication and Engagement	2
Recreation, Parks and Culture	3
Sustainable Infrastructure and Equipment	5
Community Growth and Business Development	7
Public Safety and Social Services	9



Mayor and Council

2021 was a significant year for Grande Prairie.

From start to finish, our community was a strong force of innovation, investment and opportunity.

This year the City saw the largest capital construction investment to date, the announcement of many great new energy developments joining our community, several unique innovations in how we are delivering social services, a brand-new customer service portal to respond to resident inquiries and much, much more. Alongside this we continued to serve the community with everything from annual events to snow removal and everything in between, all with the goal of supporting residents, business owners and community groups to build a strong, vibrant and connected place for everyone to call home.

Across the community we realized many historic accomplishments, from the opening of the Grande Prairie Regional Hospital to the transition of Grande Prairie Regional College to the Northwestern Polytechnic. Both announcements are major developments for Grande Prairie that not only demonstrate how much growth we have experienced over the years, but act as a catalyst for job creation, investment and opportunity for years to come.

In October, the City held a municipal election, welcoming in a new City Council, all of us eager and excited to serve our residents and support our community for this next chapter of Grande Prairie's history.

We hope this annual report is an opportunity to reflect and appreciate all that was achieved in 2021 and a demonstration of our dedication and commitment to our community.



In Memorium: Helen Rice and Clyde Blackburn

In 2021, the City of Grande Prairie mourned the loss of City Councillor Clyde Blackburn and former City Councillor Helen Rice.

Both these individuals left an indelible mark on the community through their leadership, friendship and commitment to our community and everyone in it.

We are thankful for the time we shared with them and are honoured to carry on their legacy through all the ways they have championed Grande Prairie.

Communication and Engagement

Connecting with our residents and community is vital to our organization, and a part of our work that we value greatly. Here are highlights of what this looked like in 2021:

2021 Municipal Election

The 2021 Municipal Election was held on Monday, October 18.

It included 4 Mayoral candidates, 19 Councillor candidates and 19 public school trustees, making it the largest number of candidates running in our City's history. There were also 13 senate candidates and 2 referendum questions on a provincial ballot.



Access GP Launched

The City launched a new customer service initiative, Access GP, giving residents the ability to connect via phone, text, email, web, live chat, or social media.

It provides easy and improved access for citizens to report non-emergency concerns to the City such as snow clearing, potholes, traffic signals and more.

Access GP is integrated with new City technology to easily log customer inquiries and issue service requests to the appropriate department with a focus on the entire customer journey, recognizing that our level of customer service impacts citizen's quality of life.

Public Communications

Media Releases: 162

Social Media

- **2529** published posts, a **28.7%** increase from 2020
- **11.5%** audience growth
 - **655** new followers on Facebook for a total of **14,656**
 - **57%** increase in Instagram followers
 - **304.5%** increase in Instagram impressions
 - **77.9%** increase in LinkedIn impressions
- **225.2%** increase in YouTube engagements

Engagement Activities

Engagement projects launched or completed in 2021: **11**

These included community consultations on the following items:

- Activity & Reception Centre
- Budget 2022
- Coordinated Care Campus
- Crystal Lake Bike Skills Park
- Transit Redesign
- Snow & Ice Control Policy Update
- Did You Know- All About Pollinator Friendly Gardens
- Avondale Area Redevelopment Plan
- College Park Area Redevelopment Plan
- Transportation Off-Site Levy



Over 45,000 resident interactions were completed by our customer service team in 2021.

Recreation, Parks and Culture

Our community saw a wide variety of new recreational and cultural opportunities in 2021, including the addition of several new amenities to enhance accessibility for sport, recreation and play!

New South Bear Creek Park Dog Park

A new dog park located in the South Bear Creek Park opened in July, featuring a section for small dogs and a larger area for all dogs, with benches, garbage and sanitary bins.

Mobile Skate Park

Opening in late September, the mobile skate park features portable skate equipment for recreational skateboarding, BMX, scooters, or in-line skating.

The equipment is used in outdoor spaces on a rotational basis during the summer months and is available indoors during winter for drop-in use at the Activity and Reception Centre.

Bonnetts Energy Centre

Bonnetts Energy Corporation signed a 10-year naming partnership agreement with the City of Grande Prairie for the downtown event centre in September 2021.

The City looks forward to the success of the partnership and the many opportunities for events and entertainment it supports for the Grande Prairie region.



Eastlink Centre's 10th Anniversary

Eastlink Centre celebrated its 10th anniversary of opening its doors on December 10, 2021.

Community Grant Funding

The City provides grant funding to support community groups who provide programs and services that enhance and enrich the City and its residents and individual scholarships to develop artists and athletes in taking them to the next level of development or performance.

Here is a breakdown of allocated grant funding in 2021:

Funding Stream	Grants Issued	Amount Awarded
Arts Development	14	\$69,052
Pursuit of Excellence	23	\$33,645
Community Improvement Grant	3	\$11,583
Large Scale Tourism	2	\$60,000
Community Group Funding	30	\$3,505,525

Community Advisory Committee

The Community Advisory Committee launched in January 2021.

The Board includes 11 Public Members appointed by Council. They advise the City on significant recreation and cultural projects, ongoing engagement activities, review and provide feedback on recommendations for community grant funding.

Mobile Skate Park

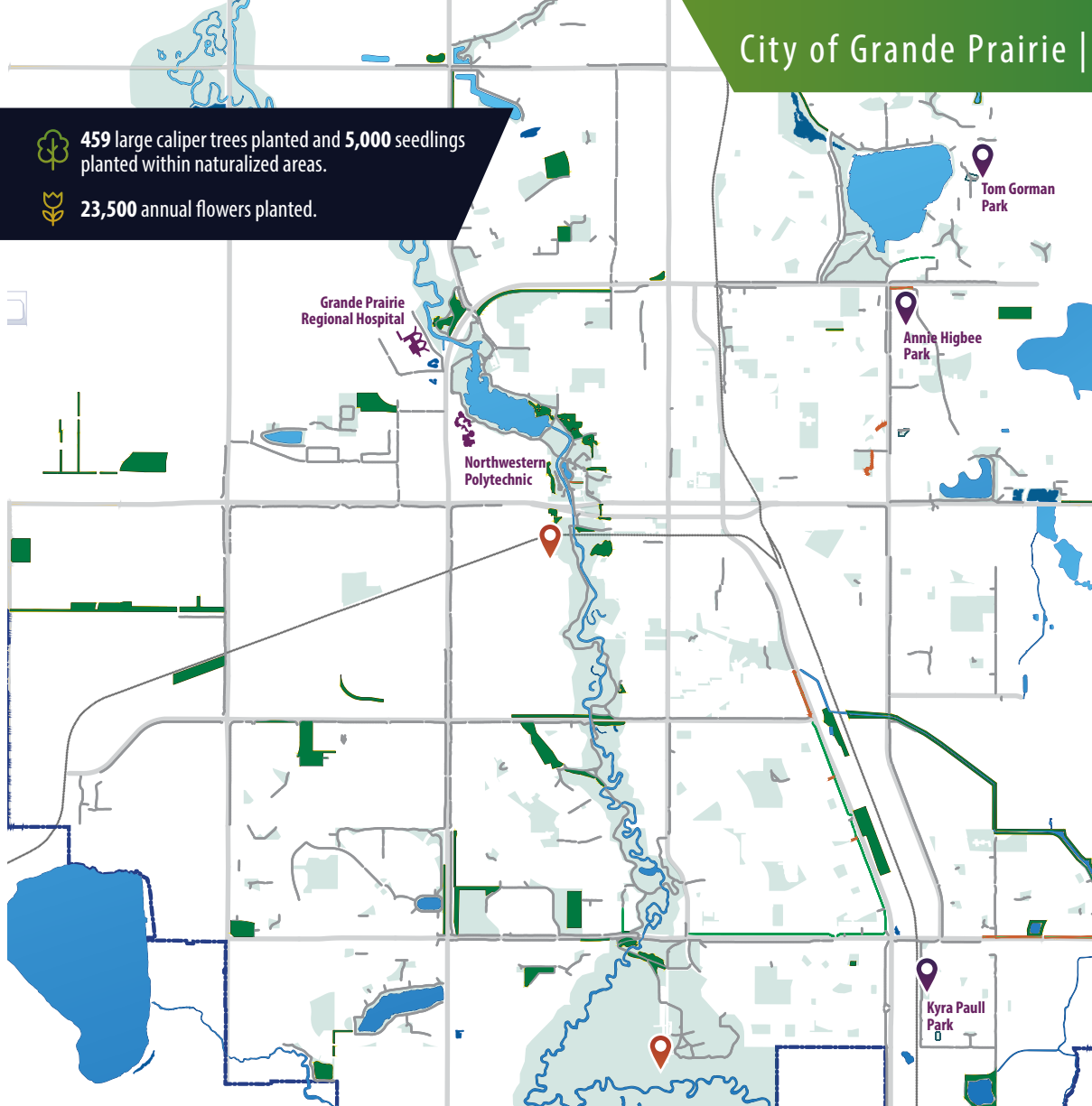




459 large caliper trees planted and 5,000 seedlings planted within naturalized areas.



23,500 annual flowers planted.



Parks & Trails Upgrades

-  Rehabilitated Playgrounds
-  New Parks Shops
-  Asphalt Trails
-  New Trails
-  Parkland
-  Naturalized Areas



Proclamation of Pollinators Week

2021 is the first year the City proclaimed Pollinators Week, marking an important milestone since Grande Prairie officially became a Bee City in the Fall of 2020.

2021 Events

The City offered numerous safe outdoor and hybrid events in response to COVID-19 regulations and guidelines such as:

- Women of Influence Awards
- International Day for the Elimination of Racial Discrimination
- GP Grows
 - 1200 kits were given out at the second annual GP Grows
- City Scrub
- Canada Day
 - Featuring a scavenger hunt, Picnic in the Park, Plaza Rock and dual drive-in aerial fireworks
- International Museum Day
- Halloween Spooktacular and the NEW Halloween Hunt for youth ages 13-17
- New Years Eve in Muskoseepi Park

Sustainable Infrastructure and Equipment

2021 was a record year in the City's investment in infrastructure. This investment will provide our growing community the support it needs for ongoing development.

Largest Capital Road Construction Program in the City's History

3.7km of Trails Replaced

6.7km of Sidewalk Improvements

21km of Storm Pipe Inspections

23km of Road Improvements



42 new pedestrian crossing signal poles at 16 locations

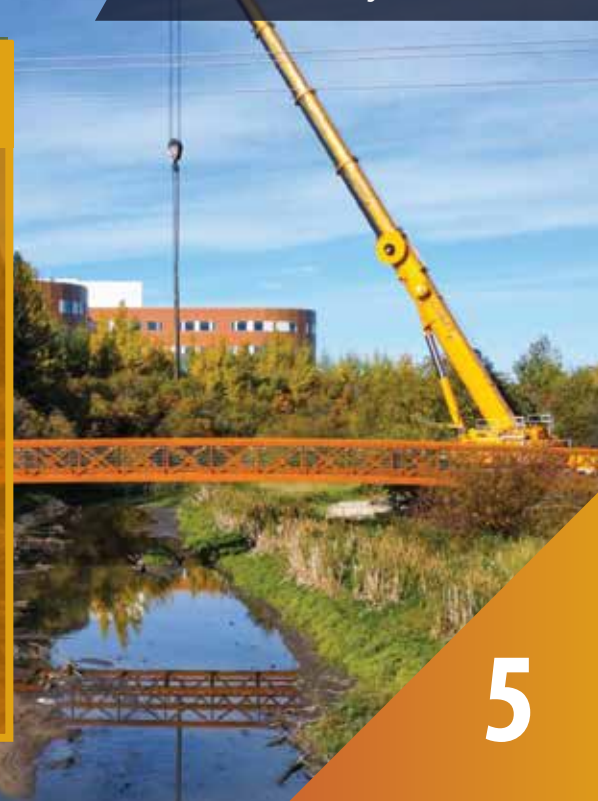
\$85.9 million in budgeted investment was made to improve roads, sidewalks, trails, storm lines, bridges, traffic signal repairs, recreation amenities and more.

Investing in Canada Infrastructure Program

The City of Grande Prairie received approximately \$4.9 million in federal funding through the Investing in Canada Infrastructure Program (ICIP) that supported select infrastructure projects in the City of Grande Prairie in 2021 including:

- Animal Pound renovations
- Community Knowledge Campus retrofits, repairs and upgrades
- Construction of two new ball diamonds in South Bear Creek
- North bike skills park
- Activity and Reception Centre
- Hillside paths and trees
- Maskwôtêh Bridge
- Mobile Skate Park
- Montrose Cultural Centre
 - Art Gallery storage expansion
- Passenger vans for the Mobile Outreach Program
- Playground upgrades and surfacing
- Bonnetts Energy Centre (formerly Revolution Place) upgrades
- Trail resurfacing and missing links
- Tree replacements

Maskwôtêh Bridge Installation



First State of Infrastructure Report

The City's first State of Infrastructure Report was published presenting an inventory of the City's assets, their replacement value, their condition, and the projected funding needed to replace them as they deteriorate.

Did you know **72%** of the City's assets are rated in Fair to Very Good condition.

View the full report at cityofgp.com/reports

Downtown Rehabilitation Phase 4

Construction was completed on Phase 4 of the Downtown Rehabilitation and Streetscapes Project.

100 Avenue west of 100 Street to 98 Street recieved a full road reconstruction, wider sidewalks, new streetlights, planter beds, trees, and electrical outlets. Deep underground utility replacement of storm, and sanitary and water lines was also completed.

100 Avenue along 101 Avenue between 102 Street and 100 Street also had upgrades completed.

Facility Improvements

In 2021 the Corporate Facility Management department completed:

- **31** Capital Projects
- **86** Facility Renewal Projects
- **5,320** Maintenance Work Orders

Procurement

In 2021, the City had:

- **188** competitive bids resulting in **162** awards, and an overall value of **\$38,887,569**.
- **413** auctions for surplus assets resulting in a value of **\$251, 878**.
- The first in-person garage sale of surplus assets was hosted for City staff and local non-profit agencies resulting in **\$7,040** in sales and **5,904** square feet of space recovery.

70%
of City procurements
awarded went to local
and regional companies.

Downtown Rehabilitation Phase 4 Construction



Downtown Rehabilitation Phase 4 Completion



Community Growth and Business Development

The City remained dedicated to serving and supporting our business community and potential investors during the ever-changing economic climate in 2021. Highlights of how we were able to accomplish this include:

INVEST GRANDE PRAIRIE

Launch of Invest GP

Invest GP was launched as a reimagination of the City's Economic Development department, building on previous investment attraction and business retention and expansion activities.

The goal of Invest Grande Prairie is to highlight key sectors and investment opportunities to draw the attention of current and future investors with the potential to enhance Grande Prairie's economy.

Visit @InvestGrandePrairie on Facebook!

Economic Recovery Program

The City's Grants and Incentives program was developed to support businesses in recovery activities and creation of employment in the wake of the COVID-19 pandemic.

\$347, 196 in funding was allocated as follows in 2021:

Grant Name	Grants Issued	Amount Awarded
Beautification & Patio	17	\$216,526
Local Marketing	29	\$60,196
Training	29	\$29,822
Barrier- Free	5	\$40,652

Building Permits

In 2021, the City issued **639** permits with a construction value worth **\$84.8 million**.

These permits were issued for new residential housing, homeowner renovation projects, upgrades to businesses and restaurants, and new commercial and industrial buildings.

New Business License Bylaw

Changes to the business bylaw went into effect on May 1 to improve support for local business development by:

- Licensing all businesses operating in the City of Grande Prairie.
- Building a better understanding of the local business community by increasing the clarity of information collected.
- Providing the City with key information to support the community during an emergency response.

New residential construction in the City

Development Incentives and Grants (DIG) Program

Created to provide financial assistance through grants designed to stimulate business development, building activity and continued local employment in the construction industry by encouraging reinvestment in buildings and property throughout the City and new residential infill development in the City's core.

Awarded in 2021:

Grant Name	Grants Issued	Amount Awarded
New Business Development	0	-
Business Retention & Expansion	1	\$184,000.00
Business Revitalization	2	\$32,305.40
Residential Infill	0	-
Municipal Fee Rebate	1	\$2,840.00

New Development**Our Community Overview****64,141**

population in 2021

**27,551**total number of
private dwellings**483.3**population density
per square kilometre**132.71**land area in
square kilometres**15.25%**population increase
2011 > 2021**1.43%**population growth rate
2011 > 2021

Public Safety and Social Services

Community safety and support is always a top priority for the City. During 2021, we saw many improvements to our operations and implemented unique adaptations to meet our community's needs.

Mobile Outreach Program

In 2021, there were **6,616** calls for service, **7,723** referrals completed and **965** needles collected by the Mobile Outreach Program (MOP), with an average response time for the downtown core between 2-15 minutes.

Coordinated Care Campus

The Coordinated Care Campus is being developed to address chronic homelessness through supportive housing.

As one component of the coordinated access system of care, this long-term housing solution co-locates tenants with service providers, healthcare supports, food, designated inclusive Indigenous and multi-cultural spaces and recreation all within one site.

2021-2023 Homelessness Strategy

The City of Grande Prairie's 2021-23 Homelessness Strategy was developed to adopt a set of core beliefs, identify focus areas, and provide measurements for our community.

The strategy considers lessons learned, feedback from the community and ideas for the future. It also builds on our community's proven ability to adapt and coordinate for the benefit of residents.



GRANDE PRAIRIE & AREA
**Community
Compass**

Community Compass

Made possible through a regional partnership, the Community Compass provides coordinated access to hundreds of local social supports.

Benefits include:

- Easier access to services and supports
- More accurate and timely referrals
- Improved co-ordination of support
- Better use of resources

Mobile Outreach Program



Coordinated Care Campus Rendering



COVID Response for the Community

A public vaccination clinic led by Grande Prairie Public Health was set up at the Montrose Cultural Centre in the Teresa Sargent Hall from April 5th to August 8th. A total of **50,810** vaccines were administered at the clinic, which consisted of **25,834** first doses and **24,976** second doses. This partnership provided improved access to the COVID-19 vaccine for the community.

Municipal Policing Advisory Committee

The Municipal Policing Advisory Committee was introduced in 2021 consisting of RCMP, Enforcement, Administration and Public members.

The Committee makes recommendations to Council and Administration on policy matters relating to the maintenance of law and order within the city and provides community feedback on policing, strategies and activities.

Fire Services

3,602, total number of calls in 2021

- **57%** Medical Co-Response
- **8%** Motor Vehicle Collisions
- **8%** Fires
- **19%** Alarms
- **8%** Other Responses

911 System

In 2021, the Grande Prairie Fire Department completed upgrades to the 911 system to modernize and allow for increased efficiency in 911 dispatch and response.


**Grande Prairie Regional Emergency Partnership (GPREP)
Mobile Emergency Coordination Centre**

GPREP added a Mobile Emergency Coordination Centre, an innovation to enable GPREP and its partners to mobilize and respond to an event in any location more efficiently.

Equity, Diversity and Inclusion Strategy

The Equity, Diversity and Inclusion Strategy was introduced in 2021. This strategy improves practices for inclusion, establishes policies to address racism and discrimination, and promotes diversity within the organization and community.

10% decrease in total criminal offences when compared to 2020



-7%
break and
enters



-15%
motor vehicle
thefts



Downtown foot patrols, and the introduction of the Utility Terrain Vehicle Patrols have had a significant improvement on response times to social disorder issues.



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For news, events, opportunities and a
full Annual Report coming later this year.



ACCESSGP

Contact us at **311, *info@cityofgp.com*** or ***cityofgp.com/accessgp***