



McKenzie Towne Council
Tuesday Sept 19th, 2023
Board of Directors Meeting @6PM
Location: MTC Hall
Minutes taken by Nancey Yip

Attendance:

In Person: Darvin Zuch, Nancey Yip, Keith D'Souza, Teresa Hargreaves (Teams)

Regrets: Nicole Myrie, Neha Ashani, Farooq Qadir, Shahzad Khan

Residents and guests: Jim Clement (GM), Rose Anne Bouffard

1. Call to Order 6:12 PM
2. In Camera
3. Open meeting - Call to Order (6:43 PM)
4. Approval of agenda – Motion to approve Agenda by Keith D'Souza, Second by Nancey Yip. No discussion – motion passes.
5. Reading of Safety and Harassment Policy
6. Introductions & Attendance – Board and resident attendees as above.
7. Approval of Minutes from previous monthly meeting – circulated by email. Motion to approve minutes by Keith D'Souza, Second by Nancey Yip. No discussion – motion passes.
8. Guest Presentation – Guest was unable to attend.
9. GM Selection Committee Report –. GM selection committee board members have met and have discussed disbanding the committee.

Motion to disband GM Selection committee. No discussion. Motion passes.

10. Executive Committee Report – Met several times. Three main items discussed:

- AGM preparation - will be Wednesday, October 18, 2023. All steps have been completed.
- There was an Organizational 360 review this past month. Six MTC staff and one client were interviewed. Interviews were performed in person with staff being advised that any feedback provided would be held in strictest confidence. There were positive and negative comments received through the process. These were relayed back to the General Manager on an aggregate basis and his feedback/comments were sought. We found that the organization was engaged and working well.

A number of corrective actions have been recommended:

- Creation of Code of Conduct for all MTC staff and associated training to be rolled out.
- Training to be provided to all employees on handling stress, potential conflict in the workplace, and superior customer service.
- Review of dress code policies; MTC branded clothing and wearing of name tags.
- Introduction of a staff recognition program.
- Professional HR support on a call-off basis.

Motion to implement corrective actions from Organizational 360 review. No discussion. Motion passes.

- Contract negotiations with City of Calgary. We have received agreements back from the City of Calgary Legal department through the Parks department. We will be meeting with them in the next couple weeks finalizing the agreements. We have been in constant contact with our City Councillor and other executive level persons.

11. Cenotaph Committee Report – Have not met.

12. Finance / HR Committee Report

- committee did not have a formal meeting during the period. We are in the process of scheduling a meeting with external auditors to discuss the 2022-2023 audit report.
- committee is in receipt of the unaudited financial statements for June and July 2023. Total expenses in June total \$224k and in July total \$172k. Within budgets for both months. Financial statements audit for 2022-2023 is in the process of being finalized. The presentation of a number of items will be reviewed in the notes to the financial statements.
- The Chair of the Finance/HR committee and the Vice President of the Council completed a 360-degree review of the performance of the Interim General Manager. Findings are reported in the Executive Committee report.

- Proposed Activities – audit close out meeting with the external auditors; review of the notes to the financial statements to ensure that the Splash Park is presented appropriately. Ensure that required Finance and HR Policy manuals are updated as our term concludes.

13 Communications & IT Committee Report – No meeting. Working on a website currently.

14. Ops Committee Report

- Splash Park
 - Last day the splash park will be running is September 8th. Concession will close as well.
 - Concession will open up again when the ice rink opens – hours TBD.
 - There will be a couple push buttons installed – one to run the fire pits for 30 minutes at a time. The other button will turn on the heat in front of the concession stand area where skates are put on.
 - City agreement for the Splash Park is being reviewed.
 - Blowout/closure of Splash park needs to be done before frost. City has mentioned that the company used to close the Splash Park needs to be one of their recommended companies which is Chisholm or Black & McDonald. Black & McDonald has declined the job already. Waiting on quote from Chisholm. Discussed backup plan in case Chisholm doesn't work out – backup plan will be to use last year's company Touchstone and have one of the two companies inspect at a later date or have Benchmark oversee blowout. Benchmark doesn't do blowouts but is a City provider for splash parks.
 - Re-opening of Splash park will be planned for the 1st week of June 2024.
 - Splash Park attendant and concession was a success and reduced vandalism.
 - This year a chemical feeder was installed inside which opens and closes valves.
 - Water tap with automatic shutoff will be installed for water toys.
 - This year was a great success for the Splash park with very little down time and almost no complaints on social media.

- Christmas Lights Plan
 - Christmas lights plan was circulated by email from Stephen Carleton for review.
 - There will be more lights in the Common.
 - There will be a snowflakes projector for the ice rink.
 - Lights will be tested before install.
 - Lights will be turned on November 12th.
 - Budget is line at roughly \$30k.
 - Trees will be planted at the traffic circle medians where the flowers are. There will be battery packed lights on the trees. Cost for the trees is approximately \$20 each. Will check with Community Liaison for traffic to make sure trees are ok to plant.
 - Darwin Zuch will check with CA to see if they are having Winterfest and find out how MTC can support.
 - If budget permits, will look at a couple inflatables for the MTC Hall.
 - Discussion of Trimlight offering free lights as a sponsorship.
 - **Motion by Ops Committee – To approve Christmas Lights Plan as presented by Stephen Carleton. No Discussion. Motion Passes.**

- HVAC/Furnaces/AC – GM still working on quote.
- Flowers/Maintenance
 - This year MTC started a three year rejuvenation plan with Butterfly Park with the goal of returning our parks to a manageable state with less than 20% dead shrubs as per city agreement.
 - Beds were amended with increasing water and nutrient holding. Annuals and perennials were planted with a “long bloom show” in mind while focusing on providing food for pollinators throughout the entire growing season. This fall, plans are to plant bulbs as well as transplant some of the lilies divided from Prestwick Square and some Forsythia shrubs. Future plans for the pollinator park includes info signs about pollination and how insects are involved in that process. Looking into promoting the park to schools for teaching.
 - This year’s plan included the RA park beds at the bold sign and the traffic circle. Crews worked early in the spring to remove the overgrown shrubs. Older shrubs were rejuvenated and shaped. Crews added over 6 yards of mulch and 4 yards of amendments to the beds. Traffic circle beds were amended to increase water and nutrient holding.
 - Two new lilac trees were planted in front of MTC hall to replace struggling ones.
 - Next year, there is a plan to redo the traffic circle beds and the bed at 52nd sign as well as more park shrub rejuvenation in the south side of the community. With the addition of the greenhouse, the plan is to grow most of the hanging baskets for the 2024 season which would result in \$2k savings in annual planting costs next year.
- MTC Sign at Traffic Circle – No updates.
- Ivrnet – No update from Communications Team.
- Other Items – Roof – flat roof not complete yet. Had issues with Roof Company’s crew. Flat roof was to be completed this week but weather dependent. Roof company’s owner has been advised of issues. Stop Work Procedures are in place in the case of any safety concerns. Facilities Manager is aware and acknowledged that he has the authority to use the Stop Work Procedures.
 - If there is any vandalism, try to take pictures and communicate the vandalism that occurred.
 - City has removed cleanup of some McKenzie Towne condo board pathways that are used by the public. Discussion regarding approaching condo boards to discuss cleanup of these pathways which are now left abandoned in McKenzie Towne to discuss what MTC might be able to offer.
 - City trees on City land – MTC is not allowed to do anything with them. Need to communicate this on our website and on social media.

15. General Manager Report –

- 22 total delinquent accounts in collections with Miller Thompson which is an improvement from August with another 21 cleared. We have 1 account that is now going past the 2 year mark. Offering payment plan to residents that require assistance. Currently, we have 14 residents taking advantage of the payment plan for 23-24 fees with 4 already paid off.

- We are continuing with our social media presence which started at the beginning of August. We are seeing more positive comments so will continue with modifying our approach as we see results.

- Splash Park – residents were way more positive this year. There were very few negative comments on the Splash Park operations. We had concession open with an independent operator that also helped with staffing the park. We had one staff dedicated to the park every day which helped keep the park looking refreshed all the time. Overall it was a very positive year for the Splash Park.

- Flowers and Parks – Our Facility and Parks staff worked diligently all throughout the summer keeping our parks mowed and trimmed. Our only issue was the lack of water. Parks mandated a reduction in our water usage. Facilities manager has a strong plan to increase our perennial planting for September and into next year. This will reduce the annuals we plant so will free up facility staff at the beginning of summer to do other duties. New facility equipment were purchased using battery operated tools, trimmers, blowers, hedge trimmers, and push lawn mower. Residents seemed to be appreciative as the battery powered equipment is quiet but still very effective at getting the job done.

- Programs – fall programs went up with 31 programs that included 17 new programs. We did not, however, get the response that was expected with a lot of programs not running due to low enrollment. All the drop-in sports activities are getting busier with pickleball being the most active. We are partnering with ATB to continue running seminars to assist our seniors with Fraud Protection. We have run one program at Age Care which was well received and have several more being planned. There will be a Seniors walking group that will have time slots to have their walks in our gymnasium.

- Events – Community Clean Up on August 12th was well received. Movie Night in the Park was a new event which was well received with over 300 people attending. We are looking to have this again next year.

- Discussion –

- How many battery operated tools do we have and what was approximate cost? GM will provide list. Look into savings/payback period.
- Fall programs – what process do we have in place to identify new programs? Can we get resident feedback? GM will look into getting more feedback from residents.

- Teens – GM looking into teens being allowed in MTC without parent supervision. Will be having conversations with YMCA and Goodlife to see how they run their programs. GM will look into corporate discount with Goodlife as well.
- Service request email system – advertise and make public. Not being used so far.
- Volunteers – good participation but less people showed up to last meeting. 17 volunteers showed up. There are 56 volunteers signed up. Graphic on volunteer communication is very good and should be used for social media. It shows what the council does. There is an individual who has a drone who will be taking pictures and donate to MTC for use. Still planning volunteer appreciation night but may happen after AGM.
- Clock Tower and Gazebo lights are turned off at 10PM and 5AM. Very dark and not safe. GM will investigate this issue.

16. Motions Submitted in Advance: None

17. Other Business: None.

18. Comments from visiting members: None

19. Next Meeting Dates: October 17th, 2023 6:00PM (In Camera) 6:30 (Public)

20. Adjournment: Motion to adjourn. 7:37PM.