

Public Meeting of Kannata Valley Residents and Council Meeting Minutes **Resort Village of Kannata Valley**

In person

Sunday, October 17, 2021

11:00 – 12:30 pm

Silton Hall

PRESENT: 39 Residents of Kannata Valley and Council.

Chairperson: Robin McKenzie

Writer: Carlene Desautels

Recorders: Sherry Forsyth and Kassandra Quayle

The Chairperson of the Public Meeting requested residents to provide constructive input to Council through discussion of the four topics outlined on the agenda. The agenda was provided to all attendees of the Public Meeting. The Chairperson requested that no technology was used during the Public Meeting and that those wanting to speak, came to the front of the room. Emailed concerns were accepted and read by Sherry Forsyth.

Are you satisfied with your ability to communicate with Council? (Contact with Council by email, phone, in person, receiving information from Council about decisions, projects, business)

The residents that attended the Public Meeting are not satisfied with their ability to communicate with Council. Residents noted little to no communication with Council, inconsistent communication, and lack of understanding regarding what residents could expect to be communicated by Council. Residents shared the following as examples of the lack of communication with Council:

1. There has been no communication regarding the dollar figures, the opportunity to vote or the pros and cons of Rock Ridge annexation.
2. It took more than 5 months to notify a resident that there was no emergency coordination.
3. No information from council regarding work happening in village. This concern was raised because a resident communicated that a contractor (Rob's Construction) has done work in the village and has not been paid for months.
4. Currently it seems like some residents have more information than others and it doesn't seem like all important information is received by all residents (only get some emails it seems).
5. Meeting Minutes from Council meetings are not accurate, do not provide sufficient detail and are not posted in a timely manner.

How can communication with Council be improved?

The residents provided the following recommendations to achieve the desired outcome of improved communication with Council:

1. Establish expectations for response from Council to residents regardless of communication type.
2. Create a standard for communication with residents – currently we have a website, Facebook page, email and Municipal board – create a communication plan that is timely and informs residents of what types of information will be communicated via each method and expected timelines.
3. Ensure residents that do not have access to electronic communication are communicated with via phone or mail.
4. Maintain the Municipal. Communication documents should be posted neatly and old/damaged documents be removed.
5. Make Council meetings accessible to all via Zoom or another online platform.
6. Send out executive summary of each Council meeting in a timely matter to residents. The summary should include decisions made, action items and any other important information for residents
7. Divide village into four wards and delegate a Councillor to each ward and inform residents that they can go directly to their delegated Councillor with concerns/questions.
8. Establish clear communication policies – for every Council member and Administrator. The policy should address who is responsible to communicate what, expected response times, timelines for communication, method of communication and types of information that will be communicated (for example boil water advisories) Clearly communicate information that will not be communicated by Council/Administrator so that residents are clear on the information they can expect.
9. Establish a pathway to work out issues, disagreements or dissatisfaction with Council or Administrator.
10. Improve meeting minutes. Meeting minutes are poorly written and are often inaccurate. The meeting minutes should be reviewed for accuracy before being adopted. Adopted meeting minutes should be posted in a timely manner with sufficient information in the minutes about decisions made, dates, who made the motion, and discussion items.
11. Council should consider creating working groups or committees to provide input and analysis to Council on Village priorities. Examples to consider would be a special projects committee (Rock Ridge), Finance, Maintenance (boat dock/other) and Fire Protection.
12. Council should provide monthly newsletters to residents.

Are you satisfied with your ability to communicate with the Village Office/Administrator?

(Contact with Village Office/Administrator by email, phone, in person, receiving information or services through the Village Office/Administrator)

The residents of Kannata Valley that attended the Public Meeting are not currently satisfied with their ability to communicate with the Village Office/Administrator. The residents shared many examples of dissatisfaction during the Public Meeting as summarized below:

1. Lack of communication from Office/Administrator is often noted to be due to privacy rules/legislation but no reference to legislation is made and therefore it seems like an excuse for poor communication and is frustrating to residents.
2. The meeting minutes are not written in a way that allows residents to understand what is going on.
3. No timely notice of fire bans being off/on, lost keys, fireworks, slumping
4. No notice that Rock Ridge was provided a key for \$500 when residents paid over \$5,000. This was not reflected in meeting minutes or any communication from the Administrator/Council.
5. An incorrect bill was received in June, the resident sent an email to the Administrator, no communication received until September and correct bill never received.
6. Inquiry from resident regarding Neighborhood Watch never replied to by Administrator.
7. Resident sent inquiry to Office/Administrator about building permits a year ago and has never received a response after multiple attempts.
8. Resident that does not have access to email was not notified of Public Meeting via phone after requesting to the Office/Administrator to be notified by phone.
9. Office/Administrator does not update email list after requests have been made to update. Resident notified Administrator that his family member was no longer to receive the bills and to update the address. Bills still sent to incorrect address.

How can communication with the Village Office/Administrator be improved?

1. Administrator knows and understands her job responsibilities and is competent to perform her role as outlined.
2. Communication standards and expected response times are created.
3. Administrator responds to communication requests and inquiries as per the communication standards in point 2.
4. Administrator proactively communicates to residents regarding billing errors and other administrative issues.
5. Administrator establishes response times for all communications and adheres to them.
6. If the Administrator does not know the answer to a question, the question is escalated to Council.

7. Resident contact list should be properly maintained with preferred type of communication and updated as needed.

Questions for Council

During the Public Meeting many questions for Council were raised by residents. The questions are listed below. Council verbally agreed at the Public Meeting to respond to all questions.

1. Who sees emails sent to Council members and the office email address?
2. Does Kannata Valley have a water meter reader?
3. Who directs what the Administrator sends out to residents?
4. Who does the Administrator report to?
5. Who oversees training and monitoring performance of the Administrator?
6. What is the current work schedule of the Administrator? How many hours a week and what are the required office hours?
7. Does Kannata Valley have a contractor lined up for snow removal?
8. Does Kannata Valley have quotes for paving lined up?
9. Where did the pest control officer go? Is there still pest control at Kannata Valley?
10. Is there a welcome package that can be emailed to residents (standard set of information/walkthrough of how the village runs, key contacts, committees)
11. How can residents be informed of wildlife sightings (i.e. wolf sighting)? Can a policy be considered to inform residents not to feed wildlife?
12. How do we as residents opt into email communication?
13. Who is responsible to update email list and signatures? There are still emails with old council names on the email signature and previous family residents that still receive emails.
14. Can a resident's list/contact list that includes names, phone numbers and emails be created again?
15. How many permits are currently issued for construction being done in the Village?
16. Why did Rock Ridge get a key to our boat launch? How was the price of \$500 for one key decided? Why did the Kannata Valley residents pay more per key?
17. Is Rock Ridge responsible to pay for any maintenance or an annual usage fee for the boat launch area?
18. How does the Neighborhood Watch Committee work? Who is on the committee? When do they meet? How do they communicate with residents?
19. Can we establish a list of businesses that work in the area and provide it to residents?
20. What is the bid process for maintenance and repairs within the village? How can residents bid on maintenance work? Why does no one cut grass or maintain common areas anymore (except Ken)? Is this a paid service or volunteer?
21. Why are Bylaws not enforced?

22. Does the computer system need to be upgraded or replaced? Many of the issues with billings, receipts and timeliness are said (by the Administrator) to be because of the computer and systems.
23. What building code does Kannata Valley follow? Saskatchewan building code or a specific Kannata Valley code?
24. How will Council respond to the request for improved communication by the residents and when can a response be expected from Council?
25. How will Council respond to the resident's questions that were raised during the meeting and when can a response be expected from Council?

Mayor and Council Response

After the residents had provided their input. Mayor Don Sangster, the Council members in attendance and the Administrator met briefly before Mayor Don Sangster addressed the residents. Mayor Don Sangster verbally committed to improving communication between Council, the Administrator, and the residents of Kannata Valley by addressing concerns raised during the meeting. Mayor Don Sangster stated that Council would provide responses to the questions asked by residents during the Public Meeting and provide residents with a plan to improve communication between Council and the residents of Kannata Valley within one month of the date of the Public Meeting.

The meeting was adjourned at 11:55am.