

# WELCOME TO THE CITY OF SPRUCE GROVE!

## We Are Glad You Are Here!

The provincial government approved the annexation of land from Parkland County to the City of Spruce Grove on December 9<sup>th</sup>, 2020. The annexation takes effect on January 1, 2021.

The following is a link to the provincial government's Order in Council:

[https://www.qp.alberta.ca/documents/Orders/Orders\\_in\\_Council/2020/2020\\_381.html](https://www.qp.alberta.ca/documents/Orders/Orders_in_Council/2020/2020_381.html)

The following is information about the City's services, how to contact the City, and much more.

### Stay connected

There are a number of different ways to stay connected and informed on City happenings:

- Website: [sprucegrove.org](http://sprucegrove.org)
- Social media
  - [facebook.com/sprucegrove](https://facebook.com/sprucegrove)
  - [twitter.com/citysprucegrove](https://twitter.com/citysprucegrove)
  - [instagram.com/cityofsprucegrove](https://instagram.com/cityofsprucegrove)
- Email: [info@sprucegrove.org](mailto:info@sprucegrove.org)
- Phone: 780-962-2611

If you have any questions that haven't been covered here or on the City's website, please contact Sue Armstrong, Director of Planning and Development, at [sarmstrong@sprucegrove.org](mailto:sarmstrong@sprucegrove.org) or 780-962-7634, ext. 103.

### Council Information:

- There are seven members of Council:
  - The Mayor is Stuart Houston
  - Councillor Jeff Acker
  - Councillor Michelle Gruhlke
  - Councillor Chantal McKenzie
  - Councillor Dave Oldham
  - Councillor Wayne Rothe
  - Councillor Eric Stevenson
- The City of Spruce Grove does not use a ward or division system like Parkland County. All council members represent the entire City.
- City Council typically meets three times per month (with the exception of July, August and December). Both City Council meetings and Committee of the Whole meetings are open to the public. Meeting agendas are also made available online prior to each meeting. Individuals and groups are also able to make presentations during council meetings by prior appointment set through the City Clerk's office.
- The next municipal election will take place in October 2021.

# PROGRAMS AND SERVICES

(in alphabetical order)

## Accessible Transportation Service (ATS):

- ATS offers door-to-door transportation for seniors (65+) and persons (16+) with mobility or cognitive disabilities. Each ATS shuttle or passenger van is equipped with a lift and ramp to accommodate mobility devices and residents of Spruce Grove may access the service for medical appointments, shopping trips, etc.
- For more information or to book the service, please call 780-963-5444.

## Addresses:

- There will be no changes to your mailing address, except you should change your municipality to Spruce Grove. You may wish to update your identification as soon as possible to make certain processes, like voting in the October municipal election, more convenient.
- Canada Post will continue to deliver mail correctly based on postal codes.

## Agricultural Services/ Weed Control:

- The City has the authority to control nuisance, noxious or restricted weeds under the City's Weed Bylaw. The City does not have a designated weed inspector on staff.
- Parkland County will no longer provide you with agricultural services such as spraying for weed control.
- The City of Spruce Grove does provide for the control of noxious weeds in accordance to Provincial legislation and for other nuisance weeds as required.

## Animals/Pets:

- The City of Spruce Grove does not require pet owners to get a municipal licence for their pets.
- However all dogs over the age of six (6) months are required to have a tag containing legible and operational phone number of the owner, or where

the owner may be contacted. The tag must be worn at all times by the dog when the dog is off the property of the owner. Failure for a dog owner to have a tag with adequate contact information could result in prosecution for a bylaw violation.

- The City of Spruce Grove partners with the Parkland County Animal Shelter for lost and found pets.
- The City limits dog ownership to a maximum of 3 dogs; the City does not regulate cat ownership.
- If your property is within an agricultural district in the Land Use Bylaw, you can continue to have animals which would otherwise not be allowed in the City, i.e., cows.
- Animal control is managed through the City's Enforcement Services Department at 780-962-7586.
- Dog owners can take their pets to one of two dog parks within Spruce Grove for some off-leash fun.

## Development, Land Use and Permitting:

- For the interim, until the City of Spruce Grove updates its Municipal Development Plan and Land Use Bylaw to include the annexed lands, the existing Parkland County Municipal Development Plan and Land Use Bylaw will be in effect.
- Residents who farm may continue to do so. Current land uses are allowed to continue and the City will incorporate the specific Parkland County land use districts that currently govern the annexed land into its Land Use Bylaw.
- Applicants may apply to change the use of their property, but if they choose to redistrict their land to accommodate a new use or intensify uses beyond what is currently allows, they will have to redistrict to a district currently in the City's Land Use Bylaw.
- Both a development permit and a building permit are required for construction projects, like new buildings, additions,

renovations, alterations, repairs, relocations, demolitions, or the change of use in an existing building.

- The provincial Safety Codes Act requires that all contractors and homeowners in Alberta obtain permits before starting any work on buildings.
- Please contact the Planning and Development Department at 780-962-7582 if you have any questions.

## Business Licences:

- Farm operations do not need a business licence. All other businesses, including home occupations, are required to have a business licence.
- If you are currently operating an approved business, you will require a business licence from the City. There will be no cost for the business licence in 2021 as long as you have an existing approval to operate from the County.
- The City of Spruce Grove requires annual business licence renewals free of charge as long as there are no changes to the business location and name.
- To apply for a 2021 business licence, please contact the Planning and Development Department at 780-962-7582.

## Compliance Certificates:

- A compliance certificate is a letter from the City confirming that identified buildings and structures on a parcel have met the regulations under the Land Use Bylaw and have the appropriate development permits.
- The County will be providing all of the historical file information about your property in order to have the background and existing permits on file.
- To apply for a compliance certificate, please contact the Planning and Development Department at 780-962-7582.

## Fire Services and Fire Permits:

- Spruce Grove has an integrated fire service that provides emergency medical services (EMS) to supply patient transport and ambulance services, in addition to traditional fire department services such as fire suppression, dangerous goods response and other types of response needed to protect property, people and the environment.
- The fire hall, located at 36 Fifth Avenue in Spruce Grove, is staffed and operational 24 hours a day.
- Fire Administration hours are 8:30 a.m. to 4:30 p.m., Monday to Friday. Enquiries can be made anytime at 780-962-4496. If you have an emergency, always call 9-1-1.
- Permits are required year round for fireworks and all open burning including fire pits (not including burn barrels).
- The City of Spruce Grove does not allow burn barrels, but will allow them on agriculturally-zoned land until December 31, 2021. After that time, landowners will be expected to transition to other waste management methods.

## Geographic Information System (GIS):

- The City has an online Geographic Information System that provides digital mapping and geo-spatial support to residents and visitors, potential home buyers, developers, contactors and City staff.
- The system is available on the City's website and users are encouraged to follow the City's How to Guide to help familiarize themselves with the system.

## Guns/Firearms:

- It is against the law to use a firearm within City limits.

## Noise Bylaw:

- The City restricts anyone from causing noises that disturb the peace of someone else, as outlined in the City's Noise Control Bylaw.
- As long as farmers are not contravening the Land Use Bylaw and are consistent with general agricultural practices, they are not prevented from operating because of a nuisance by the Agricultural Operation Practices Act.

## Off-Highway Vehicles

### (i.e., snow vehicles, ATVs):

- All off-highway vehicles like ATVs and snow machines are not permitted to be operated within the limits of Spruce Grove except on private property where permission has been granted by the owner. Off-highway vehicles are prohibited on City roads and public land.

## Online Services:

- A City of Spruce Grove Online Services account allows customers to see all of the City accounts that are registered in their name. These include tax and utility accounts, business licence information, etc.
- Residents can use their Online Services account to create a service request to report a problem that needs to be resolved like animal control issues, potholes and damaged signs and then monitor the progress of the request through to completion.
- To register for an Online Services account, call 780-962-7597 or email [utinfo@sprucegrove.org](mailto:utinfo@sprucegrove.org).

## Open Books:

- Open books is an online tool designed to make the City's financial reporting more accessible to the public. You can use Open Books to explore the City's financial information in a variety of ways, access quarterly and annual financial data and view information by funding source, by department and by type of revenue or expense.
- To connect to Open Books, visit [www.sprucegrove.org/openbooks](http://www.sprucegrove.org/openbooks)

## Police Services and Enforcement:

- Police Services are provided by the RCMP through the Parkland Detachment, located at 91 Campsite Road.
- Spruce Grove Community Peace Officers work within the City's Enforcement Services department to maintain the peace and security of Spruce Grove. They investigate municipal bylaw complaints, enforce municipal bylaws and select provincial statutes such as the Traffic Safety Act, Gaming, Liquor and Cannabis Act, and carry out animal control duties.

- Spruce Grove Enforcement Services complaints: 780-962-7586
- Spruce Grove RCMP Complaints: 825-220-7267 or 911 for Emergencies

## Property Assessment:

- Property assessment is the estimated market value of property, which is used to calculate the amount of taxes payable to The City.
- Residential assessment values are based on market values as of July 1 of the previous year and reflect the physical condition and characteristics of the property as of December 31 of the previous year. All properties within the City of Spruce Grove are reassessed annually, using mass appraisal techniques. These assessed values are audited by the provincial government in order to ensure proper valuation practices have been followed. Annual assessment notices are generally mailed in February of each year.
- The City holds an annual Assessment Open House in March. Details for the process for 2021 will be shared on the City's website
- Linear property assessments are not protected under the 30-year agreement. They will be assessed at the City of Spruce Grove tax rates.
- Please direct any questions to 780-962-7634, ext. 119.

## Property Taxes:

- City of Spruce Grove property taxes are levied in accordance with the Municipal Government Act. Annual levies cover the period from January 1 to December 31 of the current year and are mailed in May of each calendar year. Payments are due June 30. Your entire tax bill can be paid at any time, but there is no discount for early payment.
- The City and the County have agreed that affected residents will be taxed at the lower rate between the County and City for 30 years, or until the land:
  - o Becomes a new parcel created as a result of by instrument or any other method that occurs at the request of, or on behalf of, the landowner;
  - o Is redistricted at the request of, or on behalf of, the landowner, to another land use district;

- Activities that will not trigger a transition to the City tax rate (but will require development permit and/or building permit):
  - Selling your property
  - Building new or renovations or additions to residential, commercial, industrial and agricultural buildings in accordance with the Land Use Bylaw
  - Building decks, sheds, fences, or other accessory structures in accordance with the Land Use Bylaw
  - Home occupations in accordance with the Land Use Bylaw
- Payment Options:
  - Monthly installments - the City offers a convenient monthly pre-authorized payment plan that is an easy and effective way of budgeting for your property taxes and avoiding late payment penalties.
  - By mail
  - Drop box at City Hall
  - At your financial institution
- Late Payments - After the due date of June 30<sup>th</sup> has passed, a penalty of 2.5 per cent of the unpaid balance is applied to your tax bill on the first of each month.
- Back taxes (arrears) – if you owe taxes to Parkland County, the tax arrears have been transferred to the City. The back taxes are due and payable to the City and penalties will continue to apply.
- If taxes are in arrears for more than a year, under the Municipal Government Act, a municipality can file a Tax Recovery Notification against the title of any property where taxes are in arrears for more than one year. Notifications are filed before April 1 of each year. All costs incurred in the tax recovery process are charged against the property on which the notification is filed.
- If taxes remain unpaid by March 31 of the year following the filing of a Tax Recovery Notification, the property will be offered for tax recovery sale by public auction.

## Public Works:

- The City of Spruce Grove's Public Works department is located at 21 Century Close. This department includes several operational work groups that will have ongoing responsibilities to deliver services to the annexed areas. Service levels are established by policy for most operational programs and annual work plans are developed to deliver services in an efficient and effective manner.
- Public Works service areas include roads, drainage, ditch mowing and weed control and solid waste and recycling services.
- Public Works hours are 8:30 a.m. – 4:30 p.m., Monday to Friday. Enquiries can be made anytime at 780-962-9443.

## Roads:

- All roads are regularly inspected to ensure safety and promote mobility. The City's Public Works Department will endeavour to provide road maintenance services at the same level as is currently provided by the County. Roadway maintenance includes roadway grading, dust control, winter maintenance and traffic signage.
- For the winter of 2021, residents in the annexation area will receive the same level of snow clearing as they had received from Parkland County but does not include driveway snow clearing.
- Seasonal road bans will be placed on roads that cannot withstand heavy weights. The City's Engineering Department will allow for the consideration of temporary usage of road under temporary improved conditions, i.e., haul of heavy load, when temperatures allow for temporary freeze conditions.

## Road Bans/Farm Equipment:

- Tractors are allowed on local roads, but provincial rules still apply. Farm equipment is considered over dimensional, overweight, and/or slow moving. Vehicles in these categories generally require permits. In the case of slow-moving vehicles, they are restricted from operating in high-traffic areas during peak traffic times, and for safety reasons require an escort vehicle when operating at night.
- For more information, please contact the Engineering Department at 780-962-7582.

## Transit:

- The City operates Spruce Grove Transit, which provides commuter transit service between Spruce Grove and Edmonton, as well as local transit service within Spruce Grove.
- Park and ride is available at the Agrena, located at 9 Agrena Rd. Transit users can park anywhere east of Central Park and west of the Agrena. These park and ride stalls are available free of charge for use on weekdays.
- For more information, please contact Spruce Grove Transit at 780-962-7634 ext. 193.

## Waste Management

### (Garbage, Recycling and Organics):

- Solid Waste and recycling services are available to residents at the City-operated Eco Centre at 50 Diamond Avenue.
- Large animal carcasses are not accepted at any City of Spruce Grove or Edmonton waste facilities, including the Edmonton Waste Management Centre.