



**AGENDA**  
**Town Council Meeting-Council Chambers**  
**February 5<sup>th</sup>, 2024**  
**6:00 p.m.**

**Doc Ref:**

---

- 1) Call to Order
- 2) Approval of Agenda
- 3) Approval of Minutes from the regular Town Council meeting held on January 15<sup>th</sup>, 2024.
- 4) Proclamations and Announcements:
  - a) February is African Heritage Month.
  - b) February 15<sup>th</sup> is National Flag of Canada Day.
  - c) Volunteer of the Month – Cheryl Blinkhorn.
- 5) Delegations/Presentation:
  - a) Robert Enslow- Noise D24-260
  - b) Val Kean – Shelburne Events Committee D24-261
- 6) Correspondence:

Action:

  - a) Commissary Accessibility Marina Park Society D24-262
  - b) Appointment of Eric MacIntosh to the Accessibility Committee D24-263

Information:
- 7) Council Items:
  - a) Complaints Reporting System D24-264
  - b) Voyent Alert D24-252
  - c) Rezoning – 194 Rodney Street D24-265
- 8) Committee Reports:
  - a) Source Water Protection Committee Minutes D24-266
- 9) Staff Reports:
  - a) CAO Report D24-267
  - b) Update – Public Meeting, Pickleball D24-268
- 10) In Camera: MGA 22 (2) e – Contract Negotiations
- 11) New Business:
- 12) Upcoming Meetings/Events:
  - a) Lobster Chowder Chowdown Showdown, Black Loyalist Heritage Centre, February 11<sup>th</sup>, 2024, 1-4pm.
  - b) Meet and greet with Shelburne County Special Olympic Athletes, Christ Anglican Church, 29 Anne Street, February 19<sup>th</sup>, 2024, 1-3pm.
  - c) Next Council Meeting, Tuesday, February 20<sup>th</sup>, 2024.
- 13) Adjournment



**Town of Shelburne**  
**Minutes of the Regular Council Meeting**  
**January 15<sup>th</sup>, 2024**  
**DRAFT**

**Council Members Present**

Mayor Harold Locke  
Deputy Mayor Sheldon Ringer  
Councillor Rick Davis  
Councillor Elizabeth Acker  
Councillor Ben Nickerson

**Staff Present**

Chief Administrator Officer, Sarah Mattatall  
Deputy Chief Administrator Officer, Ken Smith  
Executive Coordinator, Jill Webb

**Call to Order**

Mayor Locke called the Council meeting to order at 6pm.

The Town of Shelburne is located on the ancestral and unceded territory of the Mi'kmaq, (Mi'kma'ki), in the District of Kespukwitk, home to Acadia First Nation. We are all Treaty people.

We also acknowledge the histories, contributions, and legacies of the African Nova Scotian people and communities.

**Approval of the Agenda**

**THAT** Council approves the agenda for January 15<sup>th</sup>, 2024.

**Acker-Nickerson**

**CARRIED**

**Approval of the Minutes**

**THAT** Council approves the minutes from the regular Town Council Meeting held on January 2<sup>nd</sup>, 2024.

**Davis-Ringer**

**CARRIED**

**Proclamations and Announcements**

a) National Non-Smoking Week – January 21<sup>st</sup> – 27<sup>th</sup>, 2024.

We would like to recognize January 21<sup>st</sup> – 27<sup>th</sup>, 2024, as National Non-Smoking Week. Smoke free outdoor spaces help keep our community healthy and safe and help to de-normalize smoking and vaping while also keeping outdoor places like parks, sidewalks, and parking lots free from litter. Many of our public parks now have signage up since the passing of the Smoke Free Outdoor Spaces Policy.

b) Bell Let's Talk Day – January 26<sup>th</sup>, 2024.

We would like to recognize January 26<sup>th</sup>, 2024, as Bell Let's Talk Day. Bell Let's Talk Day is an opportunity to start a conversation in your workplace, home, with a friend or colleague and help decrease the stigma surrounding mental health.

c) Nova Scotia Federation of Municipalities

Mayor Locke presented a certificate of recognition to Councillor Davis for his 10 plus years of Dedicated Service to Municipal Government in the Province of Nova Scotia. He congratulated and thanked him for all he has done for the Town of Shelburne.

**Delegations/Presentations**

a) Babatunde Awoyiga, Project Lead – Housing Needs Assessment

Harold welcomed Babatunde and he began his presentation on the housing needs of the province as well as data that they had received on housing needs in the Town of Shelburne. After the presentation there were some questions asked by Councillors. Mayor Locke suggested that in the future, the province reach out to municipal units to get the most up to date information. Councillor Acker said she did not agree with the target number of a 1% decrease in population in the Shelburne area in the next few years, if anything, we will have an increase with the new nursing home and new staff coming to the area. Mayor Locke did feel the last census was flawed as it was done during covid as well as he believes there should be some additional taxes paid if you have an abandoned house in the Town of Shelburne. Some people are buying properties for tax purposes and these houses are left abandoned which doesn't help our housing needs.

b) Pam Mingo – Fence Monument

Harold invited Ms. Mingo to the table to begin her presentation. Pam explained that Council were all privy to her idea as it was on the last agenda. She wanted to provide Council with some updates after speaking with Town Staff as well as the Municipality. She mentioned she has obtained \$400 in funding from the Municipality and that they seemed very excited for the project. After speaking with staff, she is now asking for the use of the fence at Atlantic House Park. She told council that she has reached out to several people and organizations and that everyone seems very eager and excited to help. She told Council that Les Goulden along with his students at the high school, would be working and creating the wood hearts for the fence. The fence would have the NS Firefighters crest in the middle, surrounded by several hearts with those who helped during the wildfires.

**THAT** Council allow Pam Mingo to use the fence at Atlantic House Park for the installation of a monument in honour of all those who helped during the wildfires.

**Acker-Davis**

**CARRIED**

**M24-151**

**Correspondence**

**Action:**

a) Communities in Bloom – Letter

Mayor Locke informed Council that the Town used to participate in this program years ago and the garden club was very involved in the program in the early 2000's.

**THAT** Council defer the item to the Strategic Plan Process.

**Davis-Ringer**

**CARRIED**

**M24-152**

**Information:**

a) Gloucester Tree Letter

Mayor Locke spoke about the relationship between the two towns.

**THAT** Council direct staff to write a letter of thanks back to Senator Tarr and the city of Gloucester.

**Ringer-Davis**

**CARRIED**

**M24-153**

b) Attorney General Justice Office of the Minister – Access to Justice in Shelburne County

Councillor Acker spoke to Council regarding the letter, recapping that they are looking to move court to Barrington and advocating for a physical courthouse to be in Shelburne County, not just an online service.

**Council Items**

a) Delmar Construction Ltd. – Elevator Quote

Councillor Davis questioned why the quote mentioned three doors. CAO Mattatall gave an explanation stating we need to make that accessible and even a slight lip doesn't allow for this, hence we need to replace the doors. She also told Council that the elevators will be completely accessible as entering through the front and exiting through the back so no need for a wheelchair to even have to turn around.

**THAT** Council direct staff to put out RFP's for an elevator, the installation of an elevator and other related work.

**Acker-Nickerson**

**CARRIED**

**M24-154**

b) Municipality of the District of Shelburne – Exploration of Consolidation

Mayor Locke explained that they had started this process some time ago and the province put a stop to it. There was some talk around the table regarding the topic.

**THAT** Council confirms their continuing interest in amalgamation discussions and that Council direct staff to follow up with the Municipality.

**Ringer-Nickerson**

**CARRIED**

**M24-155**

c) ICESoft Technologies – Voyent Alert Proposal

Mayor Locke explained he attended the presentation from EMO regarding the Voyent Alert proposal and was quite impressed with what it could do for us. Councillor Acker asked for clarification if this was to put out alerts for our community – lost child, forest fire, etc. Mayor Locke explained the request came from EMO, but it can do a lot more for us than just emergency information, could put out office closures, notices, etc. Councillor Ringer would like to know if this included RCMP.

**THAT** Council defer this topic to the budget process.

**Acker-Ringer**

**CARRIED**

**M24-156**

d) Atlantic Canada Cruise Association Invoice

Mayor Locke explained to Council that this is the fee we pay to host Cruise Ships. Councillor Acker asked if we have to be a member of ACCA to be able to host ships, it was confirmed that you did need to be.

**THAT** Council defer this item to the budget process.

**Nickerson-Ringer**

**CARRIED**

**M24-157**

- e) Dillon Consulting Report – Landfill Site

**THAT** Council defer to the budget process.

**Acker-Ringer**

**CARRIED**

**M24-158**

- f) Hanging Baskets

There was some discussion around the table regarding the baskets and it was concluded that they needed more information. Councillor Acker wanted to acknowledge the group who has done this over the years and wanted to thank them as they have done a wonderful job.

**THAT** Council direct staff to send a thank you out to the group who has organized and done the work with this over the past few years as well as direct staff to investigate costs associated with purchasing and watering the hanging flower baskets.

**Acker-Nickerson**

**CARRIED**

**M24-159**

#### **Committee Reports**

- a) Shelburne Volunteer Fire Department Report – December
- b) Building Inspector Report – December

#### **Staff Reports**

- a) CAO Report

CAO Mattatall spoke to her report highlighting specific items. She confirmed it wasn't Dr. Jeffrey asking to develop, but asking if he was to sell, if the buyer could develop. Port Update - there's been some damage and staff are looking at options for funding. Sale of Town Office - CAO Mattatall confirmed that we had 4 interested buyers, and that staff has confirmed the assessed value to be \$100, 000, which means no one can bid below this amount. Sale of Exit 26 - CAO Mattatall explained to Council that the process is going smoothly, and they are in the final stages of the purchase.

**THAT** Council approve the quote for \$7,010.00 plus HST to have an Accessibility Audit done on the Post Office Building and Parking lot.

**Davis-Acker**

**CARRIED**

**M24-160**

- b) By-Law Officer Report – December

#### **New Business**

There was no new business from any of the Councillors.

#### **Upcoming Meetings/Events**

- a) Bell Let's Talk Day – January 26<sup>th</sup>, 2024.
- b) Next Town Council Meeting – Monday, February 5<sup>th</sup>, 2024, 6pm, Council Chambers.

**Adjournment**

***THAT*** the Regular Town Council Meeting of January 15<sup>th</sup>, 2024, be adjourned.

DRAFT



Application
Request for Delegation/Public Presentation to
Council/Committees

Table with 2 columns: Item, Status. Rows include Document # (D24-261), Rec'd by (signature), Date (Jan 25/24), COPIES TO: Council (checked), Agenda (checked).

Meetings of Shelburne Town Council and Town Committees regularly take place at the Town Office, Council Chambers, 168 Water Street, Shelburne, Nova Scotia. Please call the Town Office to confirm meeting date(s) at 902-875-2991 ext. 8 or check the Town of Shelburne website at www.shelburnens.ca.

No more than two (2) public presentations will be scheduled on the agenda of each Council meeting, each month. Each presentation is limited to fifteen (15) minutes. Presentations are scheduled on a first come, first serve basis.

This form must be returned properly completed and submitted no later than seven (7) calendar days prior to the meeting at which you wish to appear.

Name of Presenter: Shelb. Events Committee

Address: MDS

Phone: 9028753541 Email: robin.smith@municipalityofshelburne.ca

- Council/Committee you wish to appear before:
[X] Town Council
[ ] Community Participation & Volunteerism Committee
[ ] Port Committee
[ ] Asset Management Committee
[ ] Shelburne County East RCMP Advisory Board
[ ] Accessibility Committee

Reason(s) you wish to appear before Council/Committee (provide a brief summary of presentation/identify specific requests for funding, if any):
Request for funding of 2024-25 Events

Date of Council/Committee meeting at which you wish to appear: Feb 5/24

- Are you representing:
[ ] Yourself
[X] An Organization/Society/Club (Name): Shelb. Events Committee
[ ] A Business (Name):
[ ] Other (Please Specify):

If applicable, please attach a paper or electronic copy of your presentation to this application or submit it no later than the 12:00 p.m., the Wednesday before the Council/Committee meeting. Your presentation will be circulated to Councillors/Committee Members prior to the meeting to provide Council/Committee Members with an opportunity to review your submission.

Note: Failure to provide a paper or electronic copy of your presentation will result in the processing of this request to be delayed or your scheduled presentation postponed until the required information is received.

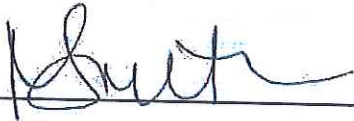
Please return the completed form to:

Candy Venning, Executive Coordinator Town of Shelburne, 168 Water Street, Shelburne, NS,  
[Candy.Venning@shelburnens.ca](mailto:Candy.Venning@shelburnens.ca) (902) 875-2991 ext. 8, Fax: 902-875-3932.

Once you have read the document attached to this form, please confirm you have read and understand the conditions contained therein by signing this form in the space provided below.

I have read the attached document on making public presentations to Shelburne Town Council/Town Committee and understand the conditions under which an opportunity to make a presentation to Council or a Town of Shelburne Committee will be provided.

Signature



**For Office Use Only:**

Date Request Received:

Jan. 25/24

Approved

Refused

Reason for Refusal:

Applicant Notified

If Approved, Date of Presentation:

February 5/24

Signature of Executive Coordinator/Committee Secretary



Document #	D23-261
Rec'd by	<i>ju</i>
Date	Jan 26/24
COPIES TO:	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>

# SHELBURNE EVENTS Committee





21 September 2021 · 🌐

Would anyone be interested in forming a Shelburne Events Committee? Or if such a Committee already exist, please contact me 😊



Like



Comment

12 others

23 comments



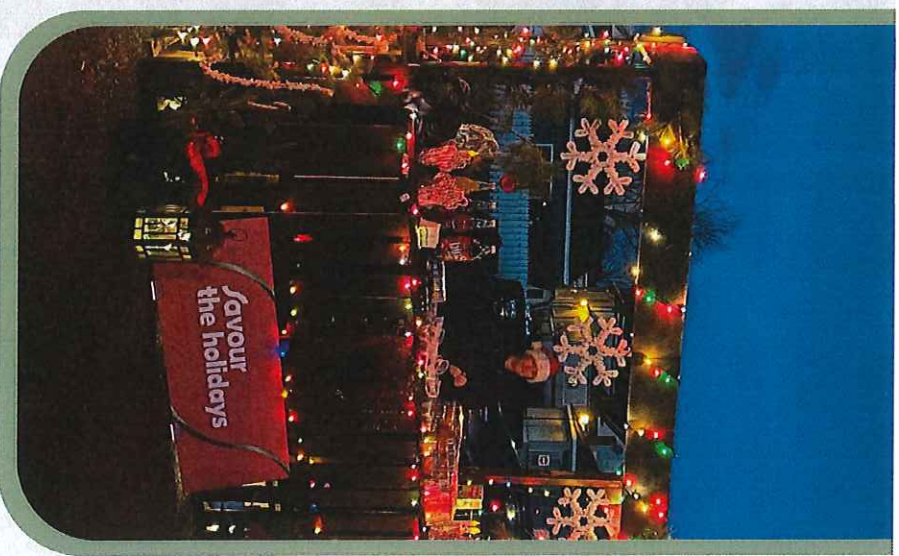
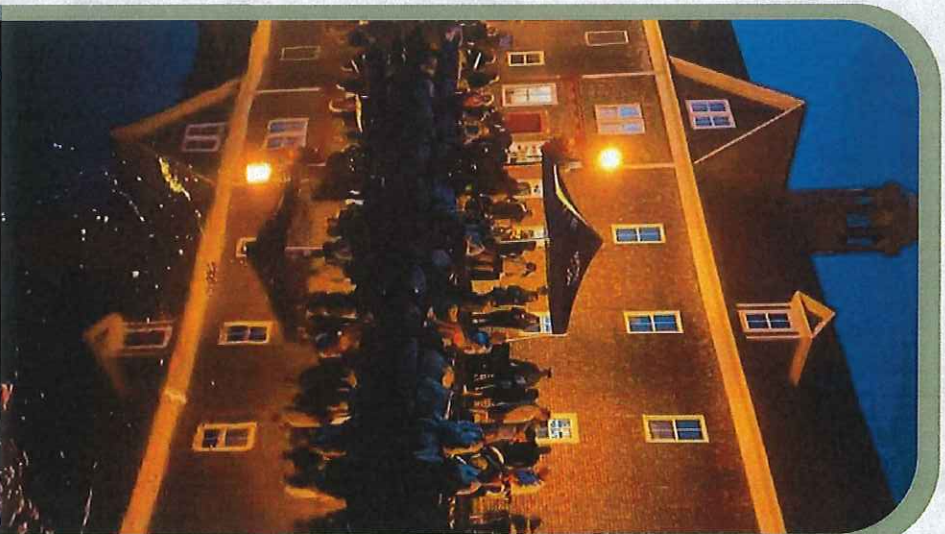
Share

# HOW WE STARTED

- Formed in 2021
- Ad Hoc Committee
- One Event, Miracle of Dock St.
- Budget = Zero

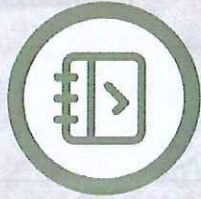
# WHERE WE ARE

- Planning for 2024
- Committee of Municipal Council
- Four Events
- 2023 Budget = \$53,373





# Dock St. Days



## 2023 FOCUS

Firefighters  
Recognition Event

Budget = \$30,483



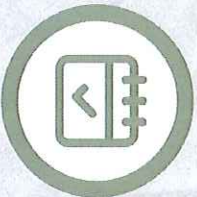
## 2024 VISION

Build a foundation to  
transform this event  
into a multi-cultural  
event

More Interactive  
Elements



# Pumpkin Regatta



## 2023 FOCUS

Engage Local Pumpkin Growers

Budget = \$10,904



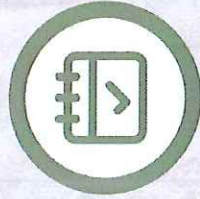
## 2024 VISION

Brand This Event as a Signature Nova Scotia Event

Marketing



# Miracle on Dock St.



## 2023 FOCUS

Engage Local Business  
for Float Entry

Budget = \$11,986



## 2024 VISION

More Lights, Music &  
Activity on Dock St.

Marketing

# Dock<sup>st</sup> Days

July 19-20, 2024

Partnered with Shelburne Guild Hall Market

---

NOVA SCOTIA GIANT

# PUMPKIN

FESTIVAL & REGATTA

October 12, 2024

Partnered with Shelburne Guild Hall Market

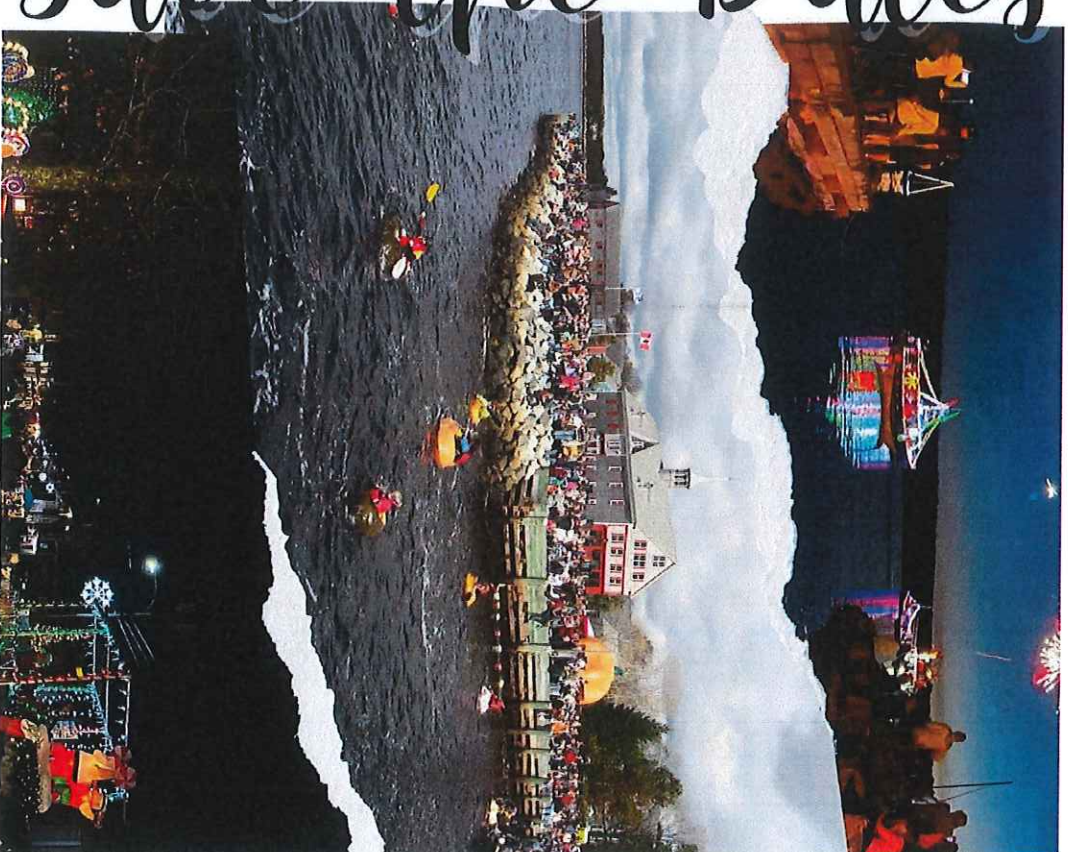
---

# on *Marble* Dock Street

December 7, 2024

Partnered with Shelburne Guild Hall Market

# Save the Dates



# 2024 "Draft" Budget



**Dock St. Days  
= \$36,500**

- Requested Funding
  - Municipality = \$22,630
  - Town = \$8,370



**NS Giant Pumpkin Regatta  
= \$13,500**

- Requested Funding
  - Municipality = \$9,855
  - Town = \$3,645



**Miracle on Dock St. =  
\$14,000**

- Requested Funding
  - Municipality = \$10,220
  - Town = \$3,780

◦ Anticipated Revenue – Province \$3,000, Donations/Sponsorship \$2,500

# THANKYOU

Shelburne Events Committee



**Jill Webb**

---

**From:** Sarah Mattatall  
**Sent:** February 1, 2024 2:43 PM  
**To:** Jill Webb  
**Subject:** FW: Commiossary accessibility Marina Park Society (CAMPS)  
**Attachments:** charitable status notification.pdf; CR3262654-IN142210.pdf

Document #	
D24-262	
Rec'd by	
[Signature]	
Date	
Feb. 11/24	
COPIES TO:	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>

**From:** Eric MacIntosh <commarina22@gmail.com>  
**Sent:** Thursday, January 11, 2024 1:59 PM  
**To:** Sarah Mattatall <Sarah.Mattatall@shelburnens.ca>  
**Subject:** Commiossary accessibility Marina Park Society (CAMPS)

CAUTION: This email originated from an external sender.

Hello, my name is Eric Macintosh and I am the president of CAMPS. We are a federally registered charitable society building a public accessibility marina and park space at the Commissary Island for the benefit of all citizens and visitors to Shelburne.

We would like to have the town's blessing on this project. We are not looking for financial support and our goal is to be a publicly run independent society. We have previously requested a letter of support which somehow has not come to be yet. Is there any possibility this process of acquiring such a blessing could be restarted or completed?



Eastern Shelburne County Accessibility Advisory Committee  
Application Form

Document #	
D24 - 263	
Rec'd by <i>gw</i>	
Date <i>Jan. 30/24</i>	
COPIES TO:	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>

Applicant Name: <i>Eric MacIntosh</i>	
Civic Address: <i></i>	
Mailing Address: <i></i>	
Telephone: <i></i>	Cell: <i></i>
Email: <i></i>	
Occupation: <i>Retired Fishery officer / Computer forensic examiner</i>	
Describe how your life experiences, community involvement, education, or work might be helpful to this committee. <i>I am president of CAMPS and have created CAMPS. I am building an accessibility marina's park for the benefit of accessibility recreation for everybody. I have disabilities, know many with limiting disabilities and want to help.</i>	
Why are you interested in serving on this committee? <i>I want accessibility/access for All! I have been researching accessibility issues for years. I know what disability and physical restrictions are like to live with</i>	
What contribution do you believe you can make to this committee? <i>I know the community better than most. I interacted and communicated with thousands during my 34 years as a peace officer in Shelburne county. I have no personal agenda! I want accessibility for All!</i>	
What past contributions have you made on a similar committee or organization? <i>None, But I am building the only accessibility marina in N.S.</i>	

*P.S. forgive my poor writing, but my wrists prevent tidy penmanship!*

<p>What experience do you have in exchanging your views with others and in appreciating and respecting the skills, abilities and knowledge of others?</p> <p><i>Worked for 34 years in Law Enforcement with Federal Fisheries officer, Court work, Committee chair Commodore Yacht club, vice commodore Yacht club, Head of several Committees Yacht club &amp; DFO, Supervisor DFO</i></p>	
<p>Are you a person with a disability?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>What disability/disabilities do you represent (if applicable)?</p> <p><i>Two broken/permanently impaired wrists, Hearing disability 2 crushed feet degenerative Arthritis in wrists &amp; feet. Just plain old and Broken up if that counts. Lol.</i></p>	
<p>Do you represent an organization representing people with disabilities?</p> <p>Yes <input checked="" type="radio"/> No</p>	
<p>What disability/disabilities does your organization represent (if applicable)?</p> <p><i>accessibility to aquatic recreation and Park space for all!</i></p>	
Applicant Signature: _____	
Date: _____	<i>Dec 09 2023</i>

**Submit your completed application to:**

Nicole Blades, Administration and HR Officer, Town of Shelburne

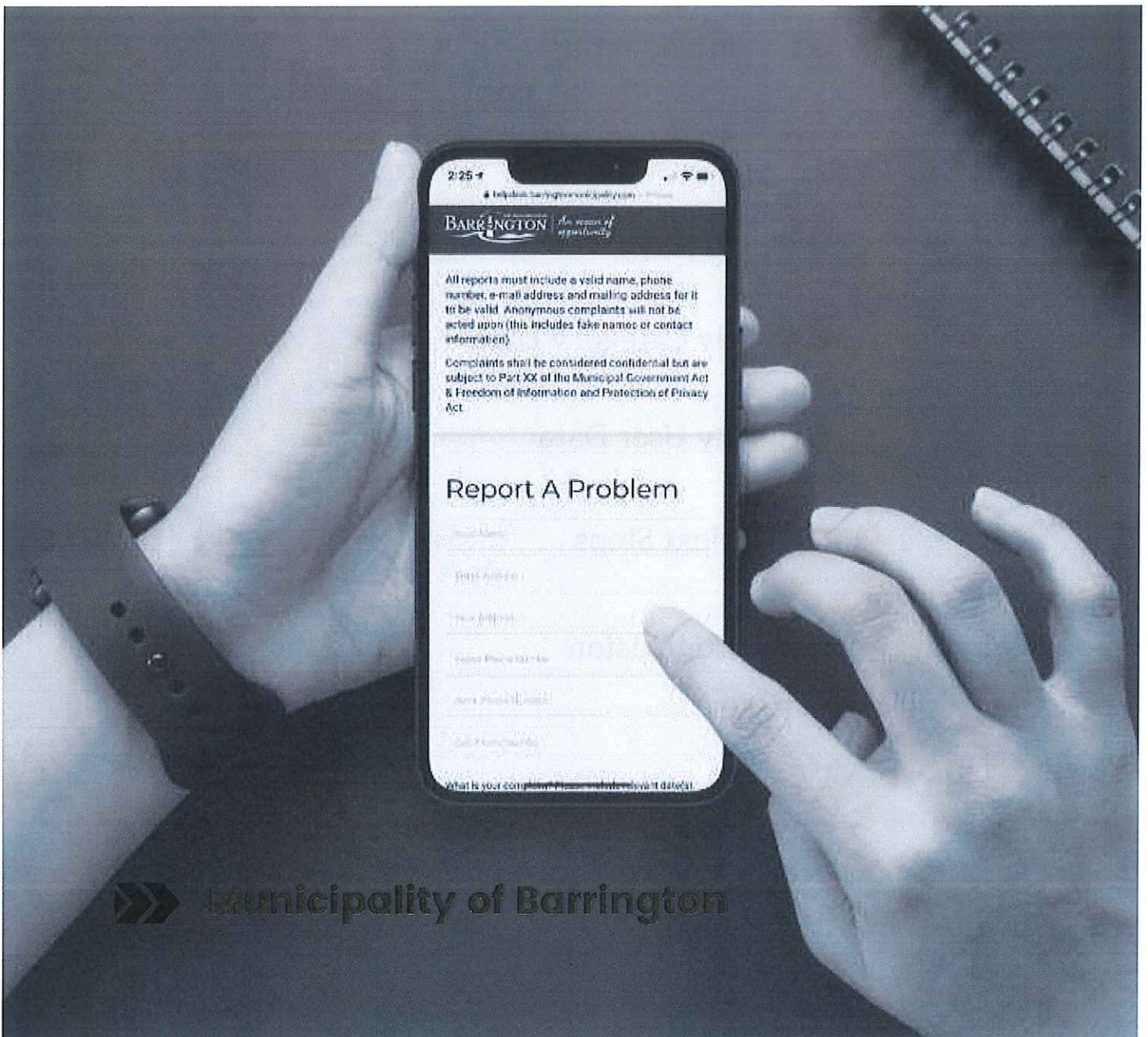
- By Email: [nicole.blades@shelburnens.ca](mailto:nicole.blades@shelburnens.ca)
- By Mail: P.O. Box 670 Shelburne NS B0T 1W0
- In-person: Town Office, 168 Water Street, Shelburne

For inquiries contact Nicole Blades (email above) or call 902-875-2991 x4

2022-2023

# COMPLAINTS REPORT

Document #	D24-264
Rec'd by	<i>[Signature]</i>
Date	Jan. 28/24
COPIES TO:	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>



# TABLE OF CONTENTS

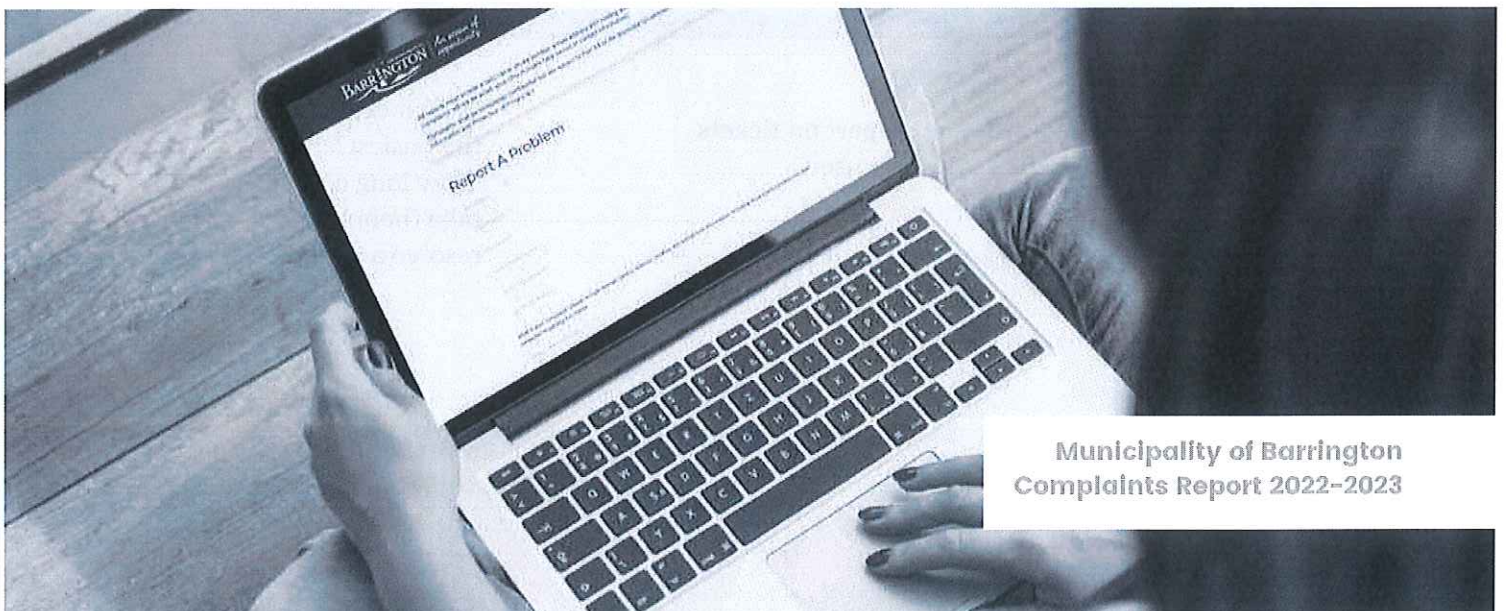
- 01** Introduction
- 02** Measuring Progress
- 03** By District Data
- 04** By Category Data
- 05** By User Data
- 06** Next Steps
- 07** Conclusion

# INTRODUCTION

On March 1, 2021, we launched a new complaints handling system called the “Helpdesk”. This system was implemented to help municipal staff streamline the complaint process through a cloud-based app which would allow the public to submit complaints online. A public page that included a form was made available for residents to report problems 24 hours a day, 7 days a week from any device and location. Internally, Staff and Council have access to an internal application (authorized access only) to manage the complaints and inquiries.

The system, which was built on the foundation of our complaints handling policy (Policy 84), was developed over a 4-month period with the aid of key frontline staff members and enforcement officers. We have now been using the system for two years and it continues to be an invaluable tool in better serving the public by tracking and monitoring complaints and managing our human resources through efficient scheduling.

This report has been prepared to provide an update on the use of the system and share the dataset on the complaints that have been received as of March 26, 2023. The report will also include areas of improvement in which we should consider in the future and potential service delivery adjustments in an effort to help us improve our service delivery or resolve any chronic issues or gaps.



# MEASURING PROGRESS

This system allows us to better intake, manage, monitor and measure the success of complaints. Reporting performance includes details such as indicators identified, data collected and enforcement-related activities accomplished. Clear and concrete data and outcomes make it easier to generate relevant, consistent and comparable data over time, in formats that everyone can understand and appreciate.

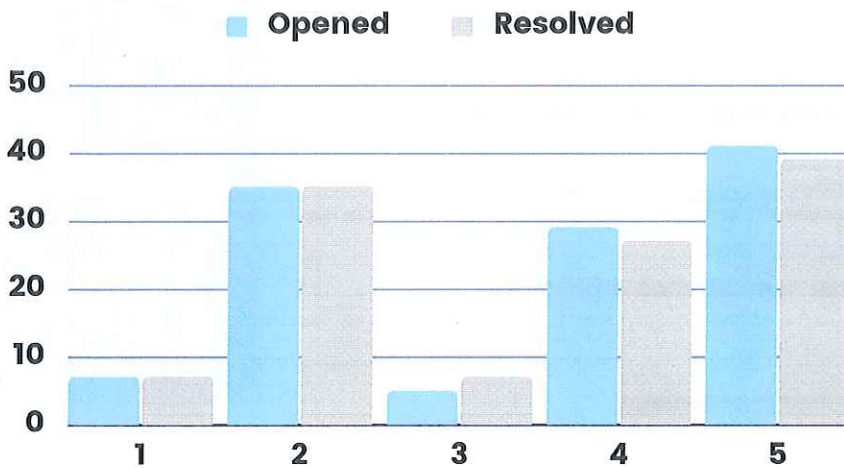
Below is a table which indicate the three types of datasets that are recorded in the system. As time goes on, these indicators will likely be adjusted or others may be added in an effort to gather the appropriate information that will help us to properly review and analyze our service delivery.

Key Indicator	Activity / Project	Data / Outcome
District	Report on tickets based on the district.	<ul style="list-style-type: none"><li>• Which district do the complaints originate?</li><li>• How many are still outstanding?</li></ul>
Category	Report on tickets based on category.	<ul style="list-style-type: none"><li>• Which category is problematic?</li><li>• How long does it take to resolve a ticket?</li></ul>
User	Report on tickets per user.	<ul style="list-style-type: none"><li>• Which users are the busiest?</li><li>• How long does it take them to resolve a ticket?</li></ul>

One of the key features of our complaints handling form is a map in which the resident is asked to mark the location of the issue. This allows us to separate the complaints between each of our 5 districts and create the dataset below which indicates the number of tickets that were opened and the number of tickets that were resolved in each district.

## District Ticket Chart

Tickets opened and resolved per district.



**117**

total complaints  
received in the last year

**23**

Average among  
the districts

Over the past year, we've received a total of 117 complaints which is approximately one every 3 days. This is very similar to the prior year, where we received a total of 124 complaints. As you can see, we've received a consistent amount in each district with district 5 receiving the most at 41 and district 3 receiving the least at 5.

- District 1 - 7 received and 7 resolved.
- District 2 - 35 received and 35 resolved.
- District 3 - 5 received and 7 resolved (two from the prior year).
- District 4 - 29 received and 27 resolved.
- District 5 - 41 received and 39 resolved.

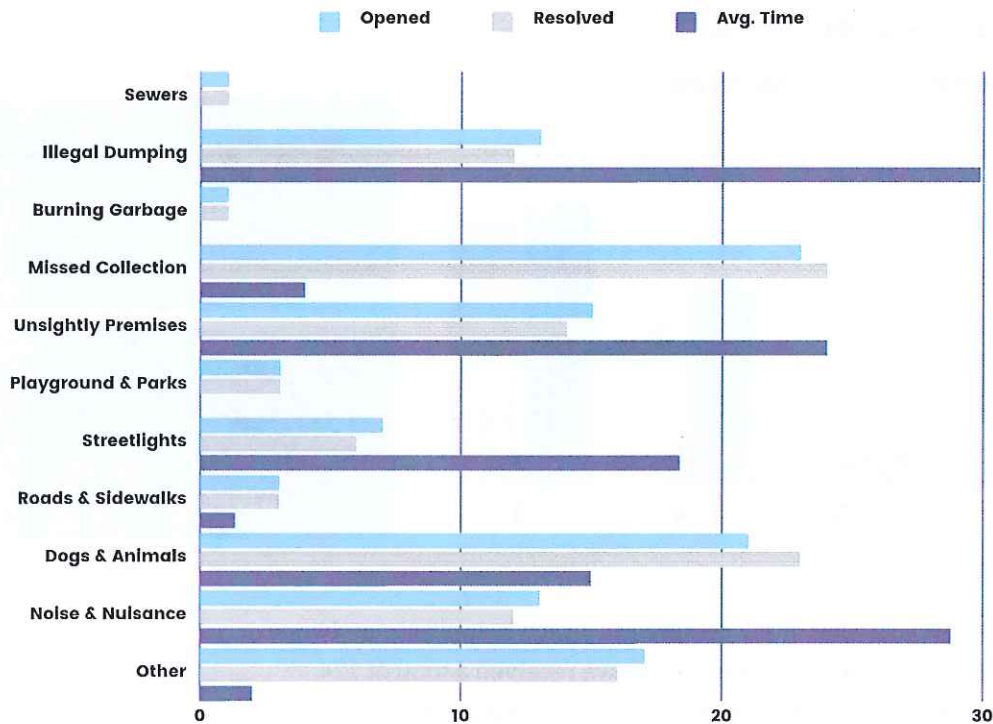
**98%**

*As of the date of this report, 97% of the complaints received were resolved.*

Our system can also filter the complaints received based on category. We have 11 different categories which include flooding & sewers, illegal dumping, burning garbage, missed collection, unsightly premises, playgrounds & parks, streetlights, roads & sidewalks, dogs & animals, noise & nuisance and other.

## Category Ticket Chart

Tickets opened and resolved per Category.



**10.6**

Average number of complaints per category

**11.2**

Average number of days to resolve a report

This dataset is valuable in helping us determine which services need improvement - either due to the number of complaints received or the length of time it takes to resolve them. At a glance, it is evident that missed garbage and illegal dumping should be scrutinized.

- **Missed Collection** - 23 complaints received in the last year.
- **Dogs & Animals** - 21 complaints received in the last year.
- **Illegal Dumping** - Takes, on average, 30 days to resolve.

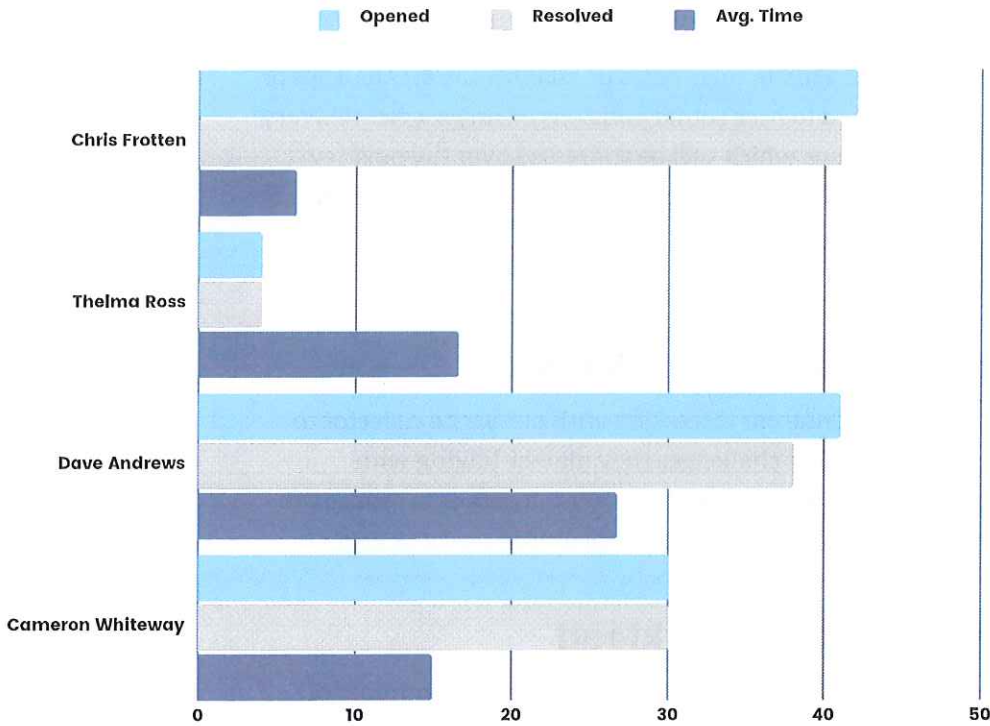
**20%**

Percentage of complaints relating to missed garbage collection.

Finally, our system can also track the number of complaints that were assigned to each individual employee and the average amount of time it took that employee to resolve their complaints.

## User Ticket Chart

Tickets assigned to and resolved per User.



**29**  
Average number of complaints per employee

**4**  
Number of employees managing complaints

This dataset helps us monitor the workload of our employees responding to complaints as well as better understand which employee receives the brunt of the complaints. This, in turn, helps us make internal adjustments to alleviate any undue burden.

- **CAO** - receives all garbage and "other" complaints.
- **Director of Property Services** - receives all sewer, dogs, sidewalks and parks complaints.
- **Building Inspector** - handles all illegal dumping, unsightly premises and noise complaints.

**36%** *Percentage of complaints handled by the CAO.*

# NEXT STEPS

In addition to providing residents with the ability to report problems 24 hours a day, 7 days a week from any device and location and helping Staff manage complaints and inquiries more efficiently, this system helps us better record complaints and allows us to review data over a long period of time. This, in turn, helps us analyze any trends, gaps or issues and provides the evidence needed to back sound decisions on any service delivery adjustments. Below are three action items which will be addressed over the next few months in an attempt to lower the number of complaints received and the length of time needed to resolve specific complaint categories.



## **No. 01 – Missed Collection**

We will continue our discussion with our waste collector to understand what challenges they may be having with collection and see how we could work together to reduce the number of missed collection complaints in the next year.



## **No. 02 – CAO Workload**

Not enough has been done to mitigate the large number of complaints assigned directly to the CAO. An adjustment with who handles missed collection complaints will have to be looked at.



## **No. 03 – Illegal Dumping**

Illegal dumping complaints took an average of 30 days to resolve. This is, in part, due to the requirement for multiple multiple visits and the need to often collaborate with other agencies or departments. An adjustment to this process may be necessary.

# CONCLUSION

This system continues to be an indispensable tool for Staff. We hope that it is helping us better serve our residents and allows members of Council to be more informed. We continue to gain a wealth of knowledge that will help us continue to improve our service delivery, the internal processes relating to the handling of complaints, our data collection and the system itself.

December 12, 2023

ICESoft Technologies - Voyent Alert Proposal for Municipality of the District of Shelburne, Town of Shelburne and Lockeport

*Submitted by*

Liana Munroe

Senior Software Sales Executive

877-263-3822

liana.munroe@icesoft.com

Attention: Val Kean, Marcia D'eon

Document #	Day-25a
Rec'd by	gm
Date	Dec. 20/23
COPIES TO:	
Council	✓
Agenda	✓
Committee	

To best serve the needs and budget considerations of the organizations, I have offered three separate pricing models.

**Option Summary:**

**Option 1** – Municipality of the District of Shelburne implements Voyent Alert, coverage to the Towns is not included.

- Municipality of the District of Shelburne branding on account and collateral package.
- The Municipality of the District of Shelburne will be allocated 5 Administrative seats.
- Towns of Shelburne and Lockeport are not granted administrative access.
- Towns of Shelburne and Lockeport can at anytime choose to implement their own Voyent Alert account for day-to-day notifications, separately and at their own cost on their own contract, etc.

**Option 2** - Municipality of the District of Shelburne implements Voyent Alert for emergency alerting and day to day notifications for any participating municipalities.

- Municipality of the District of Shelburne branding on account and collateral package.
- Municipality of the District of Shelburne has full control over account management.
- A total of 6 Administrative seats will be allocated.
- Municipality of the District of Shelburne can assign limited administrative seat access and privileges to the Towns of Shelburne and Lockeport.
- Towns of Shelburne and Lockeport can have their own branded alert templates.

**Option 3** - Municipality of the District of Shelburne implements Voyent Alert, any participating municipalities will receive their own sub account to manage and run independently.

- Municipality of the District of Shelburne branding on its own account and collateral package.
- Towns of Shelburne and Lockeport will receive their own self managed accounts, with their own branding and collateral package.
- The Municipality of the District of Shelburne will be allocated 5 Administrative seats.
- Towns of Shelburne and Lockeport will be allocated 3 Administrative seats each.
- Discounted pricing is applied for Towns

Option 1



**ICESOFT**  
TECHNOLOGIES

**Voyent Alert!**  
**Hosted Services Quote**

**Quote Number:** VQ- MODS 2023 - 1  
**Date:** 12/12/2023  
**Quote Expiry Date:** 03/30/2024

*Date format: mm/dd/yyyy*

**Service Provider Details:**  
ICESoft Technologies, Canada Corp.  
Suite 340, 600 Crowfoot Cres. N.W.  
Calgary, AB T3G 0B4 Canada  
Email: product.sales@icesoft.com

**Prepared For:**  
The Municipality of the District of Shelburne  
414 Woodlawn Drive  
Shelburne, NS, B0T 1W0  
**Attention:**  
Name: Val Kean  
Email: val.kean@municipalityofshelburne.ca  
Phone: 902-875-3544

**ICESoft Contact Information:**  
Name: Liana Munroe  
Telephone: +1 877 263-3822 ext. 330  
Email: liana.munroe@icesoft.com

<b>Product/Description:</b>	<b>Amount</b>
<b>Voyent Alert! Annual Service Subscription</b> Subscription Term: One Year	<b>\$3,500.00 + tax</b>

**Entitlements:**

- All setup, training, support and features on Product Description Sheet
- Inclusive of unlimited registrations for the Municipality of the District of Shelburne based on organic registration.
- Unlimited emergency and day to day communications on all channels
- Unlimited Team and Group Communications
- Up to 5 administrators (additional can be purchased at \$400.00 each per year)

**Additional Terms:**

- Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
- Pricing in Canadian Dollars.
- The full Subscription amount will be billed to the Municipality of the District of Shelburne.
- All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

Option 2



**Voyent Alert!  
Hosted Services Quote**

**Quote Number:** VQ- MODS 2023 - 2  
**Date:** 12/12/2023  
**Quote Expiry Date:** 03/30/2024  
  
*Date format: mm/dd/yyyy*

**Service Provider Details:**  
ICESoft Technologies, Canada Corp.  
Suite 340, 600 Crowfoot Cres. N.W.  
Calgary, AB T3G 0B4 Canada  
Email: product.sales@icesoft.com

**Prepared For:**  
The Municipality of the District of Shelburne  
414 Woodlawn Drive  
Shelburne, NS, B0T 1W0  
**Attention:**  
Name: Val Kean  
Email: val.kean@municipalityofshelburne.ca  
Phone: 902-875-3544

**ICESoft Contact Information:**  
Name: Liana Munroe  
Telephone: +1 877 263-3822 ext. 330  
Email: liana.munroe@icesoft.com

<b>Product/Description:</b>	<b>Amount</b>
<b>Voyent Alert! Annual Service Subscription</b> Subscription Term: One Year	<b>\$5,200.00 + tax</b>

- Entitlements:**
- All setup, training, support and features on Product Description Sheet
  - Inclusive of unlimited registrations for the Municipality of the District of Shelburne, Town of Shelburne and the Town of Lockeport based on organic registration.
  - Unlimited emergency and day to day communications on all channels
  - Unlimited Team and Group Communications
  - Up to 6 administrators (additional can be purchased at \$400.00 each per year)

- Additional Terms:**
- Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
  - Pricing in Canadian Dollars.
  - The full Subscription amount will be billed to the Municipality of the District of Shelburne.
  - All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

Option 3



Voyent Alert!  
Hosted Services Quote

Quote Number: VQ- MODS 2023 - 3  
Date: 12/12/2023  
Quote Expiry Date: 03/30/2024

Date format: mm/dd/yyyy

Service Provider Details:  
ICESoft Technologies, Canada Corp.  
Suite 340, 600 Crowfoot Cres. N.W.  
Calgary, AB T3G 0B4 Canada  
Email: product.sales@icesoft.com

Prepared For:  
The Municipality of the District of Shelburne  
414 Woodlawn Drive  
Shelburne, NS, B0T 1W0  
Attention:  
Name: Val Kean  
Email: val.kean@municipalityofshelburne.ca  
Phone: 902-875-3544

ICESoft Contact Information:  
Name: Liana Munroe  
Telephone: +1 877 263-3822 ext. 330  
Email: liana.munroe@icesoft.com

Product/Description:	Amount
Voyent Alert! Annual Service Subscription Subscription Term: One Year	\$3,500.00 + tax

Entitlements:

- Inclusive of unlimited registrations for the Municipality of the District of Shelburne, Town of Shelburne sub account and the Town of Lockeport sub account based on organic registration.
- Unlimited emergency and day to day communications on all channels
- Unlimited Team and Group Communications
- Up to 5 Municipality of the District of Shelburne Administrators (additional can be purchased at \$400.00 each per year).
- Discounted rates as shown below for municipal sub accounts. Sub accounts are branded for each municipality, operated individually, and include full operational application privileges, custom configuration and benefits such as marketing collateral package, web portal alert publishing, control over internal groups etc.

Add in sub account for Town of Shelburne with 3 Admins – \$2,000  
Add in sub account for Town of Lockeport with 3 Admins – \$2,000

**Total \$7,500 + tax**

Additional Terms:

- Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
- Pricing in Canadian Dollars.
- All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

**Voyent Alert!**  
**Product Description Sheet**

Features	
<b>Geofencing</b>	
Rich Alert Zone Editor	✓
<b>Pre-defined Alert Templates</b>	
Basic Library	✓
Customized Library	✓
<b>Communication Channels</b>	
Mobile App (IOS and Android)	✓
SMS/Email/Text to Voice	✓
Social Media (Facebook/Twitter)	✓
Web Portal	✓
<b>Exclusive Features</b>	
Alert Scheduler	✓
Group/Team Alerting	✓
Topic Groups	✓
Recipient Response and Receipt Acknowledgement	✓
Training Environment	✓
KML/KMZ map file import	✓
3 <sup>rd</sup> Party Service Integrations	✓
CAP-CP Integrations	✓
Multi-Tier Administration	✓
Rich Media Support	✓
<b>Training and Support</b>	
Support Hours	24/7/365
Instructor Led Online Training	✓
Emergency Concierge Service	✓
FAQ/Knowledge Base	✓
SLA Support	✓
Remote Desktop Service	✓
Phone Support	✓
<b>Community Onboarding Collateral Kit</b>	
Sample web page content	✓
Print-ready pdf files for mailers and one-pagers	✓
Print-ready pdf files for banners	✓
Social media images and captions	✓
Registrant YouTube Videos	✓
Registrant community Info/FAQ site	✓

Jill Webb

**From:** Sarah Mattatall  
**Sent:** February 2, 2024 12:32 PM  
**To:** Jill Webb  
**Subject:** FW: 194 Rodney St

Document #	
D24-265	
Rec'd by	
[Signature]	
Date	
Jan 30/24	
COPIES TO:	
Council	✓
Agenda	✓
Committee	

**From:** SWH Construction <swhconstructionltd@gmail.com>  
**Sent:** Friday, February 2, 2024 12:27 PM  
**To:** Sarah Mattatall <Sarah.Mattatall@shelburnens.ca>  
**Subject:** Re: 194 Rodney St

**CAUTION:** This email originated from an external sender.

Hello Sarah and Council,

Please accept this email as my formal request to rezone the area affiliated with 194 Rodney Street to include multi units. Included in this request, per the building inspector, would be the request to change the land use by-law to accommodate these units.

As you are aware, Shelburne is in dire need for housing. I wish to fulfill this need with the help of NS Housing Authority to build a 12 unit apartment building containing 12 two bedroom apartments.

This is a sketch to show the development plans with the planning parking and driveways.

Thank you for your consideration,

Said Hndawi

Elliot St

28'

130'

Lot Dimension 80' x 240'

Parking Space



**Meeting Minutes**  
**Town of Shelburne Source Water Protection Committee**  
**Tuesday October 17th, 2023**  
**10am -Town Hall, 168 Water St., Shelburne**

Document #	D24-266
Rec'd by	gw
Date	Jan. 30/24
<b>COPIES TO:</b>	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>

**Present**

Elizabeth Acker, Councillor, Town of Shelburne, Chair  
Doris Townsend, Councillor, Municipality of the District of Shelburne  
Heather Cunningham, Customer of the Water Utility  
Andrew Goreham, Manager of Inspection services (acting in the role of Municipal Planner)  
Trevor Marriott, Water Treatment Supervisor  
Michael Allen, Watershed Planner, Sustainability & Applied Science Division, Nova Scotia Environment & Climate Change  
Darrell Locke, Municipal By-Law Enforcement Officer / Town Fire Chief  
Mike Rhuland, Water Treatment Operator

**Regrets:**

Jill Webb, Secretary, Executive Coordinator for the Town of Shelburne  
Thomas Traplin, Customer of the Water Utility  
Marcia D'Eon, Director of Operations & Protective Services, MDS (acting on behalf of CAO)  
Mike Shand, SCEEMO Coordinator  
Kevin Turner, Enforcement Officer, Nova Scotia Environment and Climate Change  
Sarah Mattatall, Chief Administrative Officer, Town of Shelburne

**Call to Order**

Chair called the meeting to order @ 10:00am. Welcome and introductions were made.

**Approval of Agenda**

Approval of the Agenda with the addition of Community Group and Question time. as presented.

**Goreham-Cunningham**

**CARRIED**

**Approval of the Minutes**

Approval of the Minutes of the Source Water Protection Advisory Committee Meeting held May 16<sup>th</sup>, 2023.

**Cunningham-Townsend**

**CARRIED**

**Old Business:**

**a) Confirmation of Containment Booms in the area**

Darrell Locke was present, and he indicated that there are containment booms in the area. He had previously indicated in correspondence to the town.

**New Business:**

- a) Correspondence-** A letter was received from a community group (Linda Rioux). The letter was shared with the committee. It was indicated that the Chair had reached out to Ms. Rioux for some clarification. Upon discussion Mike Allen indicated that he had received an email from

Norm Walleit which he shared. The request was that Mr. Walleit was inquiring about designating the watershed area as a Provincial Protected Watershed. This is not a requirement for the Watershed area as it is now. There was a discussion as to how that process would work. It would be up to the Town of Shelburne to initiate that process. Council will be made aware of the process but at this time, the Committee does not see the purpose of moving forward on this designation.

b) **Councillor Townsend, MDS-** Councillor Townsend asked some questions clarifying the ownership of the property, where the water lines run and some financial information. A good discussion.

c) **Annual Review of The Source Water Protection Plan**

Trevor Marriott explained the 10 year audit that has been completed with the final report coming in September 2023. The SWPP is one aspect of the final report. Simply, the water utility must have an active SWPP Committee.

In February, The Chair reminded the Committee that the ToS Source Water Protection Plans requires an annual review, and the Department of Environment (now Nova Scotia Environment and Climate Change) prescribes the use of an Advisory Committee for this purpose, and this is that committee.

It is a Living Document and as such, it must be reviewed.

The Chair will review the plan and outline any changes or removal of information before the next meeting. She will also attempt to find all the APPENDICES. There was a brief discussion on renumbering the Potential Risks.

**Adjournment:**

The meeting of the Source Water Protection Committee adjourned at 10:40am

**Townsend  
CARRIED**

**Next Meeting:**

Booked for November 21st, 2023.

Proposed Agenda Items for the next meeting to include the following:

- a) Continuing Annual Review of The Source Water Protection Plan.  
As explained by Michael Allen, an ongoing process with further edits, it's a 'Living Document' that is always being updated.



**Town of Shelburne**  
**Staff Report to Council**  
 February 5, 2024  
**CAO Update**

Document # D24-de 7	
Rec'd by Jan. 31 / 24	
Date gw	
<b>COPIES TO:</b>	
Council	✓
Agenda	✓
Committee	

1) Region 6 Solid Waste Management:

On January 2<sup>nd</sup>, 2024, Council approved the 2024-2025 Region 6 Solid Waste Management budget. Unfortunately, at the time of approval, the breakdown of costs for the shared service was not provided.

I wanted to bring to your attention that the total amount to be cost-shared between the Municipality of the District of Shelburne, the Town of Lockeport, and the Town of Shelburne is \$10,696.42. Specifically, the Town's share is \$2,533.99.

2) Town Wharves – 95 Water St & 14 Dock St:

As discussed in previous Council meetings, the wharves at 95 Water Street and 14 Dock Street have sustained significant damages, posing urgent concerns for the Town of Shelburne. In response to these pressing issues, the Town has allocated \$100,000 from the Port capital reserve. However, additional financial support is imperative to expedite the restoration process and address the current situation effectively.

Following discussions with representatives from the Atlantic Canada Opportunities Agency (ACOA), it has become evident that securing support from local municipalities and the province is crucial to address this matter promptly.

To this end, we have initiated communication with MLA Nolan Young and engaged with the Warden and Council of the Municipality of the District of Shelburne to request financial assistance particularly in light of the significant damages amounting to \$812,000 at the wharves of 95 Water Street and 14 Dock Street.

We are optimistic that by collaborating with our MLA, local municipal leaders, and potentially with ACOA's assistance, we can pool the necessary funds to restore our wharves to safe and operational conditions.

3) After Action Review – Barrington Lake Wildfire

I would like to provide Council with an update regarding the After Action Review (AAR) document that was submitted for review and discussion on January 2<sup>nd</sup>. It's important to note that the document currently under consideration is a draft. Once all final amendments are made, the document will be finalized and resubmitted to Council for formal submission. Thank you for your attention to this matter.

4) Grants to Organizations:

As of January 31<sup>st</sup>, the Grants to Organizations program has officially closed its application window. We are pleased to announce that the Town has received several grant applications from various organizations within our community.

These applications will undergo vetting by the Community Participation & Volunteerism Committee (CP&V). Following the vetting process by the CP&V Committee, the applications will be brought back to Council for review and discussion. We anticipate this process to unfold in the near future.

*Respectfully Submitted,*  
 Sarah Mattatall  
 Chief Administrative Officer



**Town of Shelburne**  
**Staff Report to Council**  
**February 5<sup>th</sup>, 2024**  
**Grovestine Recreation Complex**

Document # D24-268	
Rec'd by [Signature]	
Date Jan. 31/24	
COPIES TO:	
Council	<input checked="" type="checkbox"/>
Agenda	<input checked="" type="checkbox"/>
Committee	<input type="checkbox"/>
	<input type="checkbox"/>

**General Overview:**

The purpose of this report is to update Council on the public meeting regarding the revitalization of the Grovestine Recreation Complex.

**Background and Discussion:**

Town Council has expressed interest in revitalizing the Grovestine Recreation Complex. As noted in Town Council’s 2024-2028 Strategic Plan - Objective Strategy – 3.1 – Council has identified “ pursuing revitalization of Grovestine Recreation Complex” as one of its priorities.

Subsequent to research by staff to determine the preliminary steps to pursue this objective, a public meeting was held on Thursday, January 25<sup>th</sup>,2024. Staff shared the following information which they had gathered over the past several months.

1. **Various potential grants are available. It was noted that many committees work with an interested group of residents to develop a recreation facility and related programming. Furthermore, it was noted that non-profit societies are able to access more grants than municipal units.**
2. **The incorporation of pickleball courts into the tennis courts will most likely generate the most interest from community as pickleball is the fastest growing sport in Canada and there is currently a dedicated group playing pickleball at the high school throughout the winter.**
3. **Reviewed examples of towns which have partnered with the community in the development of tennis/pickleball facilities/programs.**
4. **Information regarding the cost to resurface the courts, and add pickleball court lines and nets.**

**As a result of discussion, the interested members attending agreed to the following:**

1. **5 attendees agreed to be officers of a non-profit society.**
2. **Don Harding agreed as a volunteer to create the society.**
3. **Staff attending would contact other towns to obtain copies of the lease agreement between the town and the non-profit society.**
4. **2 attendees to follow up on grant opportunities.**

**Recommendation:**

**THAT Council direct staff to meet with the society and prepare a draft lease agreement for Council’s consideration.**

Respectfully Submitted,  
 Ken Smith, Deputy CAO/Returning Officer