

**TOWN OF CANMORE
AGENDA**

Heliport Monitoring Committee
Canmore Civic Centre Council Chambers
Tuesday, May 17, 2022, at 6:00p.m.

A. CALL TO ORDER AND APPROVAL OF AGENDA

1. Agenda for the May 17, 2022 Heliport Monitoring Committee Meeting

B. MINUTES

1. **Minutes for the November 10, 2021, Heliport Monitoring Committee Meeting attached and approved on November 12, 2021, in compliance with Bylaw 2018-18**

C. REVIEW OF HELIPORT COMPLAINTS SINCE LAST MEETING

1. **Stephen Hanus to Discuss any Complaints Received in 2021.**
2. **Recommendation:**
No complaints have been received in 2021 that would indicate that Alpine is in breach of the Heliport Lease

D. REVIEW OF ALPINE HELICOPTER 2021 OPERATIONS REPORT

1. **Public Report**
 1. Todd Cooper Discuss 2021 Annual Report Confidential Data
2. **Todd Cooper to discuss why certain data is considered confidential.**
 1. Stephen Hanus to confirm if Confidential Information supplied by Alpine Helicopters complies with the Lease requirements
3. **Recommendation:**
 1. That the Committee approve Alpine Helicopters is operating in accordance with the Conduct of a Helicopter Business as set out in Schedule D of the Heliport Lease that terminated November 30, 2021, and Schedule C of the Heliport Lease Renewal that initiated on December 1, 2021.

**E. HELIPORT MONITORING COMMITTEE BYLAW 2018-18
AMENDMENT RECOMMENDATIONS TO COUNCIL**

1. **Stephen Hanus to Discuss the following recommended bylaw changes:**
 1. 4.1: Update to Schedule C instead of D
 2. 5.2: Update to General Manager of Municipal Infrastructure or designate
 3. 9.4: Update to General Manager of Municipal Infrastructure or designate

**F. HELIPORT MONITORING COMMITTEE QUESTIONS FOR
DISCUSSION**

1. **Nick Servos to present letter submitted for discussion attachment “HMC Discussion Points Matrix Feb 2, 2022”**

G. OTHER ITEMS

H. ADJOURNMENT



Alpine Helicopters Inc. Annual Report

Reporting Year: 2021

Todd Cooper / Robert Humphrey

March 31, 2022

Annual Highlights

In 2021, Alpine's sightseeing operations continued to be effected by the Covid-19 pandemic with multiple shutdowns due to increased infection rates and new variants. The safety of our staff and passengers remains our number one priority. As with many tourism-based operators in Canmore, we operated at a reduced capacity throughout the year. We anticipate that tourism operations will take multiple years to recover.

Alpine continued to provide essential services that included rescue, firefighting, medivac transport, and avalanche control seamlessly throughout Covid-19 restrictions. A total of 281 rescue flights were performed by Alpine in 2021, which is an increase of 12% from 2020 (251 rescue flights). We continued to have multiple aircraft and rescue pilots engaged in simultaneous rescue operations on a consistent year-round basis.

The summer brought an unprecedented heat wave to Canmore and Western Canada, with this a major focus of our activities in Canmore coincided with wildland fire fighting activities that included water bombing, fire crew movements, fire patrols, and initial attack standby. We responded to multiple fire calls in the summer, including the fires in Deadman's Flats and Lac Des Arc. Our close proximity to the fires allowed us to be the first aircraft working on the fire and the last aircraft to depart at the end of the day.

In 2021, we continued our focus on donations to local charities and non-profit organizations here in Canmore and the Bow Valley. This year our donations were upwards of \$9,000 to help support our community. Canmore Legion #3, Canmore Food Bank, and Iyahrhe Nakoda Food Bank Society are examples of the organizations we are proud to support.

Similar to 2020, 2021 was dramatically affected by the Covid-19 pandemic. We feel proud that we continued to provide uninterrupted essential services to our community and also rebound from one of the most fiscally and operationally challenging years in Canadian aviation history. Canmore is a diverse and unique community that we are privileged to be an important part of.

Regulation Updates

- Alpine Helicopters Inc. is subject to regulatory audits performed by Transport Canada (aviation, maintenance and dangerous goods) and AOHS.
Contrail Aviation Safety - October 2020
- **Internal audits**
Quality Assurance - annual
Safety Management Systems - annual
Certificate of Recognition - annual
Dennis Ford - Safety Management System (2017)
- **Inspections**
Fuel storage and handling - daily, monthly, annually
Base - daily, monthly
Fire suppression - daily, monthly, annually
Foreign object debris - daily

Itinerant Helicopter Operations

- Arrival and departure procedures as set out on Google Earth continue to be well received by transient aircraft frequenting the heliport. The main users of the itinerant parking are the RCMP, British Military, and some private aircraft.

Heliport Operations

Sightseeing Flights

- In 2021, Alpine's sightseeing operations continued based on fluctuating public health restrictions and recommendations. These operations continue to be a vital part of our business and the business of Canmore's tourism industry.

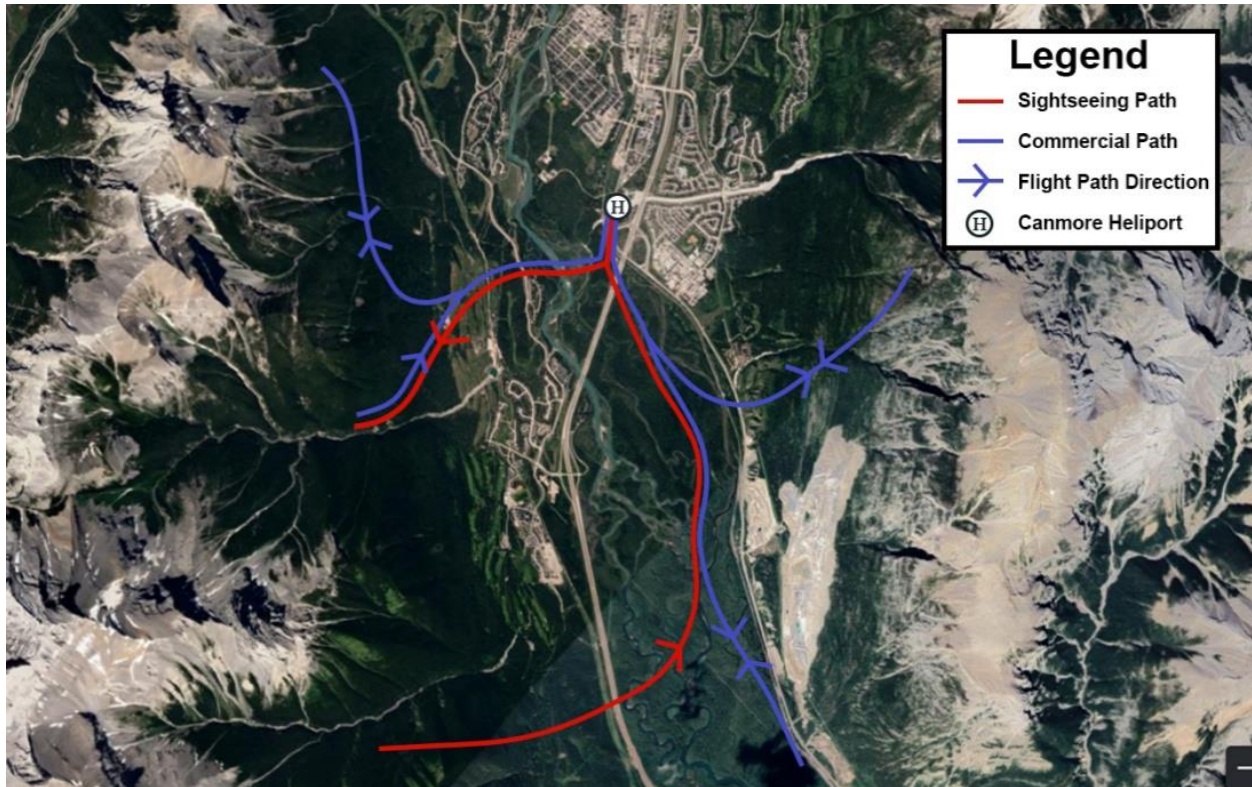
Commercial Flights

- Alpine continued to support the weather monitoring station in Cougar Creek for the Town of Canmore.
- In 2021 Alpine performed major trail and campground maintenance projects in Turbine Canyon, Point Campground, and Mt. Yamnuska. Many smaller projects were completed, throughout Banff National Park, Kananaskis Country and in Canmore.

Emergency Flights

- Alpine continued to provide essential services that included rescue, firefighting, medivac transport and avalanche control seamlessly throughout the pandemic.
- During the summer 2021 heat wave in Western Canada, a major focus of our efforts in Canmore were wildland fire fighting activities that included water bombing, fire crew movements, fire patrols and initial attack standby.
- On Friday August 13th we responded to smoke in the Deadman's Flats area and reported the fire directly to Alberta Agriculture dispatch in Calgary. Our close proximity to the fire allowed us to be the first aircraft on the fire and the last aircraft to depart at the end of legal daylight. Alpine had three aircraft respond to the August 13th fire and also had aircraft respond to a fire near Lac Des Arcs on July 23rd.
- In response to the wildland fire season, Alpine has offered to be part of a multiple-agency training session with the Canmore Fire Department and other fire agencies to increase the timely deployment of available resources to our community.
- A total of 281 rescue flights were performed by Alpine in 2021, which is an increase from the 251 conducted in 2020. This increase is consistent with many rescue agencies in Alberta and British Columbia who have reported 2021 as the busiest year on record.
- We continued to have multiple aircraft and rescue pilots engaged in simultaneous rescue operations on a consistent basis. In 2021, we helped support various government agencies including Parks Canada (Banff) and Kananaskis Public Safety/Alberta Parks, who perform the vast majority of these missions. Once again, the Calgary Medical Examiner, Golden SAR, BC Air Ambulance, RCMP, Parks Canada (Waterton, Glacier, and Jasper), Crowsnest SAR and Alberta Health Services used our services.
- In 2019, Alpine became the fourth operational location in North America to host and operate the RECCO helicopter search device, which is used to locate individuals wearing garments with the popular RECCO technology. This device was upgraded in 2021 to have better range and improved Bluetooth technology.

Flight Departure/Approach Route



Fly Neighborly Program

Noise abatement is a top priority for Alpine. Pilot initial tour and recurrent training highlight noise mitigation procedures, including techniques recommended within the Fly Neighborly Guide issued by the Helicopter Association International (HAI). The Fly Neighborly “Helicopter Noise Abatement Recommendations” are posted in our facility, in high traffic areas to help actively promote noise mitigation procedures. Annual company-wide digital training is also used to keep noise abatement a top priority for all staff.

Noise Reduction

Research; and

- Airwork Helicopters blades “Operators flying in areas with stringent noise restrictions will find these blades especially valuable. Helicopters operating with the AMT-206-1 tail rotor blade demonstrate noise levels compliant with Stage 3 Noise requirements with an overflight noise level of 80.0 db”
- Airwork Helicopter blades are **still in development and Not Approved** in Canada at this time.

Implementation

- In 2019 we purchased a new set of Van Horn Aviation main rotor blades to match our previously upgraded Van Horn tail rotor blades to help reduce our aircraft noise footprint. We plan to continue implementing practical new technology as it becomes available.
- Operational changes continue to be implemented to help reduce idling and movement of aircraft.

Air Quality

Research; and

- Continued dialogue with engine manufactures on equipment improvements.
- Research into SAF fuels as they become available.

Implementation.

- Implementation of “Smokeless Liners” inside our Rolls Royce Engines.
- Operational changes continue to be implemented to help reduce idling and movement of aircraft.

Maintenance & Enhancement Summary of Leased Premises

- General maintenance and snow removal continue to be performed by Alpine Helicopters Inc. in addition to other activities including:
 - Staining decks and buildings
 - Replacing Plexiglas barriers
 - Upgrading to low flow bathroom fixtures
 - Replacing sodium bulb outdoor lights to LED Lights

Climate Action

Annual aviation fuel consumption & GHG production

- Data Protected by the Freedom of Information (FOIP) Act 16(1)
 - Data provided to Town Of Canmore representative

Annual natural gas consumption & GHG production;

- 274.86 GJ
- GHG Calculation 13.743 (CO₂e)

Annual electricity consumption & GHG production;

- 31,918 kWh
- GHG Calculation 18.193 (tonnes)

Climate action strategies implemented to reduce GHG emissions.

- As stewards of the community, Alpine continues to pursue alternatives to limit greenhouse gases. Environmental initiatives are a priority for our management team. When it comes to jet fuel for our helicopters, unfortunately we continue to be limited by the technology available to us in the form of Bio Fuels that are certified by the manufacturer and approved by Transport Canada.
- Alpine began the quotation process with solar power installation providers for our facilities in Canmore. We are also researching the feasibility of solar generation for the remainder of our operational bases outside of Canmore.
- Alpine joined a Sustainable Aviation Fuel (SAF) working group to be at the forefront of SAF fuels as they become available to us.
- Operational changes continue to be implemented to help reduce idling and movement of aircraft.
- Viability research for 2022 ideas currently being explored;
 - Tanis Electric Aircraft preheating kits to replace fuel heaters.
 - Rain water storage and utilization.
 - Switch to LED lighting where possible.

Heliport Monitoring Committee Questions For Discussion – Feb 2, 2022

As the November 10, 2021 HMC meeting closed, I asked whether the committee could talk about those parts of the new lease that required further discussion and action to be implemented. Nick suggested a meeting in the New Year and that should I jot down ideas in advance so we could all think about it over the Christmas holidays.

So, I looked over the lease and highlighted points of discussion that may be worth discussing as we go forward. This would also help clarify the HMC role and that of Staff and Council since there are many new wrinkles in this new lease that specifies action in the short and medium term.

These questions are intended for open discussion with no preconceived opinions. The last row in the table below discusses the mandate of the HMC. Hopefully at the end of it, the HMC will be able to come to some consensus and forward recommendations to Town Council and if in fact, amendments are required, include appropriate changes to Bylaw 2018-18. The intent of bylaw changes (if any) would be to clarify the mandate of the HMC as a more useful public body to review and comment on implementation of the new lease by the Town.

Frank L.

Background – NS 04/27/2022

The initial document was created by Frank in January and was discussed and modified during Zoom sessions with the 3 public members of the committee. Our main goal was to identify a number of areas that we felt should be considered by the whole committee in the next year.

It will be forwarded to the entire committee this week for discussion and consideration with the objective of ensuring efforts in the future are responsive to the HMC and the community.

Nick S.

Schedule C of the lease requires the following statements to be designed and implemented;

Heading	Relevant Sections	Discussion	Action Items
<p><u>3. Alpine Helicopter Operations - Economic Benefits Survey</u></p>	<p><u>3(a)(iv) – monitor and report passenger point of origin data along with any other metrics that quantify the local economic benefits of sightseeing flights.</u></p>	<p>It's not clear how a survey of this type would be designed or implemented. This task is something the town Council wanted, so is it appropriate for the HMC to discuss the design of the survey to ensure the data is accurate? For example, asking whether people who take heli-tours have spent money in the community does not necessarily mean that the sightseeing tour was the primary reason to visit Canmore. If not, then how to apportion the dollars to the other activities tourists spend on? Should we separate heli hiking, heli weddings, etc from single purpose sightseeing tours? How to break out large scale tour buses and trains from walk-in traffic and FIT's etc?</p> <p>It is assumed the results of the survey will be public at some point and newsworthy. So, the question arises; what role does the HMC have in discussing the terms of reference and reviewing draft survey questions? Who is best to design a survey that is accurate and gets at the information the Council is really after? What role does Town staff have in this initiative?</p>	
	<p><u>3(a)(v) - Research and implement programs and services that benefit the local economy.</u></p>	<p>It's not clear what this actually means, how it should be designed, who should be implementing it. It would seem to be a logical brainstorming session for the HMC at one of its meetings. What role does Town staff play in designing and implementing this requirement?</p> <p>How should helicopter tourism balance the economy with climate change and related environmental concerns?</p>	

<p><u>4. Flight Departure/Approach Routes</u></p>	<p><i><u>4(b) Flight routes will be monitored regularly and revised as development in Canmore progresses to ensure that helicopters avoid flying over built up areas; and to minimize disturbance while flying over designated wildlife corridors and habitat.</u></i></p>	<p>We know that subdivision and development will eventually proceed eastward down the valley through Three Sisters lands. What mitigations and alternatives should be considered in advance of this? We know that residents in the Three Sisters lands are already concerned. What role does the HMC have to look down the road and consider options to mitigate the impacts of overflights in these newly developing areas?</p>	
<p><u>7. Noise Reduction</u></p>	<p><i><u>a) Research, implement, and report on an ongoing basis to the Landlord in relation to the use of quieter operational procedures, infrastructure, helicopters, and equipment components where possible.</u></i></p>	<p>This statement was included in the previous lease and motivated community concerns more than anything else. It would be helpful to better understand the reality of noise reduction through technology and view that through the lens of economics and where that fits with community concerns about noise issues. For example, would quieter, new helicopters really make a significant difference in the sound profile of affected neighborhoods? What does the research say and who is best to undertake that research? What are the cost implications for the tenant of upgrading the sightseeing fleet over the short, medium and long term? Based on what we know of changing technology, what is the future of quieter flight? VTOL, electric, blade technology.</p>	
<p><u>8. Climate Action</u></p>	<p><i><u>The Tenant shall:</u></i> <i><u>a) Monitor and report on the fuel consumption and greenhouse gas (“GHG”) production associated with aviation fuel, natural gas, and electricity on an annual basis and/or as requested by the Landlord. GHG coefficients will be provided by the Landlord;</u></i> <i><u>b) Support the Climate Action Plan target of reducing community-wide GHG emissions</u></i></p>	<p>This is a larger discussion of the Town’s commitment to reducing GHG emissions. The Town needs time to research and assess its approach to this urgent matter. As such is it reasonable that the HMC be apprised of the staff approach as it evolves and be able to comment on it once a draft terms of reference are established?</p> <p>Should the baseline data be based on volumes in a typical year rather than pandemic era volumes?</p>	

	<p><u>by thirty percent (30%) by 2030, by researching and implementing strategies on an ongoing basis to reduce its consumption of aviation fuel, natural gas and electricity, such as but not limited to improved equipment and building efficiencies, renewable on-site energy production, utilization of low emission fuels such as sustainable aviation fuels (SAF), reduced number of flights, and carbon offsets; and</u></p> <p><u>c) By the end of 2023, complete a climate action plan specifying what GHG reduction strategies will be implemented that will work toward the community GHG reduction target.</u></p>		
9. Air Quality	<p><u>The Tenant shall:</u></p> <p><u>a) Research, implement, and report on strategies on an ongoing basis to improve air quality as technology allows.</u></p>	Jet fuel emissions are part and parcel of the number of flights and wind direction. Unless flights are reduced or non-emitting helicopters become viable, the issue cannot be effectively addressed in the current lease.	
11. Annual Report and Flight Data	<p><u>The Tenant shall:</u></p> <p><u>Submit the Annual Report to the Landlord on or before March 31 of each year during the Renewal Term, and the Annual Report as a minimum shall include the following sections:</u></p> <p>See lease Sections a – j inclusive; lots of data to collect</p>	<p>The annual report is very detailed in what data should be collected. It also restricts the disclosure of that information to the town on somewhat vague circumstances (“...<u>The landlord shall first obtain the consent of the tenant to such disclosures, the tenant acting reasonably</u>”). Since the HMC is the prime recipient of the annual report, it would be reasonable to ask are HMC members are eligible to see the data?</p> <p>(NS Comment: The Annual Report, according to the agreement is submitted by Alpine to the “Landlord. As Administration and the Council rep on the committee are</p>	

		<p>the only ones who see the entire report. As certain sections of the report may contain data that should not be of “Public Record”, we, as a committee, have to respect the limited distribution of certain parts of the report in order to preclude release of business positions of Alpine.</p> <p>Up until 2017, some flight data was made publicly available. However, this practice become confidential, ostensibly due to concerns about competition. Is it fair for the committee to understand how making that information public might injure the tenant’s Canmore operation or competitiveness? Should the HMC be able to see the flight data as part of the annual report?</p> <p>All aspects of the lease should be addressed as per the requirements in the annual report.</p>	
<p>Bylaw 2018-18 Amendment Potential</p>	<p><u>3: ESTABLISHMENT</u> <i><u>The Heliport Monitoring Committee is hereby established.</u></i></p> <p><i><u>The purpose of the committee is to monitor and review the business operations conducted by Alpine Helicopters in accordance with Schedule D (now ‘C’) of the lease agreement for the Town's heliport, "Conduct of a Helicopter Business."</u></i></p> <p><u>4: AUTHORITY</u> <i><u>4.1 - The committee shall meet with representatives from Alpine Helicopters a</u></i></p>	<p>Besides the change from Schedule ‘D’ to ‘C’, once the above questions are discussed, are changes needed to the HMC bylaw? Sections 4.3 (b) and (c) seems to provide the HMC latitude to review and make recommendations whether the tenant is in accordance with Schedule C.</p> <p>Is this something Administration or Council would favour or would it complicate or impede their interests in decision-making?</p>	

	<p><u>minimum of once per year to determine whether or not Alpine is operating in accordance with the Conduct of a Helicopter Business as set out in Schedule D of the Heliport Lease.</u></p> <p><u>4.2 - The committee shall review the nature of complaints regarding the operation of the heliport that have been deemed valid by the Town with the intent of making recommendations, if any, for changes to the Conduct of Helicopter Business Schedule.</u></p> <p><u>4.3 - The committee shall provide a written annual report to Council containing:</u></p> <p><u>a) The number of complaints about the business operations at the heliport received by the Town;</u></p> <p><u>b) The committee's determination of whether or not Alpine Helicopters is operating in compliance with the Conduct of a Helicopter Business Schedule; and</u></p> <p><u>c) The committee's recommendations, if any, for changes to the Conduct of Helicopter Business Schedule.</u></p>	<p>Concern has been expressed that Administration is vetting all complaints and only passing on to the committee those complaints they feel are valid.</p> <p>It is suggested that the committee be provided with ALL complaints to determine validity. See Complaints Validation section below.</p>	
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<p>Complaints Validation Procedure</p>	<p>Process of making complaints needs to be reviewed. Apparent noise vs lease allowances and who makes that judgement.</p>	<p>Before it reaches the monitoring committee, the town staff first validates what is considered a viable complaint - whether it is noise or other concern. Should not the helicopter monitoring committee be advised of any complaints and allow them to first adjudicate the validity of a complaint, whether it is within the terms of the lease or not? Should those complaints not inform future lease terms?</p>	