



**TOWN OF GANDER
REGULAR MEETING OF COUNCIL
Wednesday, July 15, 2026, 04:00 PM
Council Chambers**

Council Present:

Percy Farwell, Mayor
Pat Woodford, Councillor
Sheldon Handcock, Councillor
Tara Pollett, Deputy Mayor
Jim Lidstone, Councillor
Krystle West, Councillor

Staff Present:

Brad Hefford, Chief Administrative Officer
Alexa Oldford, Town Clerk
Kelly Hiscock, Director of Corporate Services
Jerry Knee, Director of Community Services
Kayla White, Manager of Communications, Branding and Partnerships

Regrets:

Samantha Abbott, Councillor

1. CALL TO ORDER

The meeting was called to order by Mayor Farwell at 4:00 pm.

2. LAND ACKNOWLEDGEMENT

Mayor Farwell delivered the Land Acknowledgement.

“We acknowledge that the lands on which we gather are situated on the unceded traditional territories of the Beothuk [bee-oth-uck], and Mi’kmaq [mee-gum-maq] Nations. We also acknowledge Labrador as the traditional homelands of the Innu [in-new], and Inuit [in-new-eet].

We strive to be responsible stewards of the land and commit ourselves to working in a spirit of truth and reconciliation. Therefore, the Town of Gander has an inherent responsibility to foster

healthier relationships with First Peoples and further the Calls to Action as outlined by the Truth and Reconciliation Commission.”

3. VISITORS/PRESENTATIONS

3.1 Special Olympics

4. APPROVAL OF AGENDA

The agenda for the Regular Meeting of Council was presented for approval.

Resolution: **26-167**

Moved By Councillor Woodford

Seconded By Deputy Mayor Pollett

THAT The agenda for July 15, 2026 Regular Meeting of Council be approved, as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

5. APPROVAL OF PREVIOUS MINUTES

5.1 June 17, 2026 - Regular Meeting of Council

Minutes from the June 17, 2026 Regular Meeting of Council were presented for approval.

Resolution: **26-168**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Minutes from the June 17, 2026 Regular Meeting of Council be approved as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

6. BUSINESS ARISING FROM PREVIOUS MINUTES

7. STANDING COUNCIL BUSINESS

7.1 Governance and Legislative Services

The Governance and Legislative Services report was presented by Councillor West.

a. Quarterly Town Clerk Report

The Town Clerk provided an update on activities undertaken during the second quarter of 2026. The Office continued to support Council governance, legislative compliance, records management, access to information administration, and policy development.

A key focus during the quarter was the Town's Records and Information Management Program. Work included implementation of the Records and Information Management Policy which establishes the foundation for a corporate records governance framework, development of a corporate records inventory, review of legislative retention requirements, and continued planning for digital-based records management.

The Office continued to provide legislative and governance support through agenda and minute preparation, policy and bylaw review, legislative research, and records management.

Priorities for the next quarter include continued implementation of the Records and Information Management Program, departmental records retention schedule reviews, advancement of electronic records management initiatives, ongoing policy modernization, and continued support for Council governance and legislative compliance.

b. Municipalities Newfoundland and Labrador (MNL) Conference

The committee considered registration for the 2026 Municipalities Newfoundland and Labrador (MNL) Conference, Annual General Meeting and Trade Show, to be held November 5–7, 2026, in St. John's.

Members of Council expressed interest in attending, and staff will register those members wishing to participate and to make the necessary travel arrangements in accordance with the Town's Travel Policy and approved budget.

7.2 Planning and Public Works

The Planning and Public Works report was presented by Councillor Woodford.

a. Planning Departmental Report

The Committee reviewed the Planning Department Report for the period of June 4, 2026, to July 3, 2026. The report summarized development applications received, permits issued, zoning compliance letters processed, and provided an overview of construction activity during the reporting period. During this period, 30 development applications were received, 38 building permits were issued, and one (1) occupancy permit was issued.

b. Notable Dates - Waste Transfer Station

The Town of Gander is continuing to implement automated services at the Waste Transfer Station on McCurdy Drive to provide more accessible and convenient waste disposal options for residents.

To assist residents during the transition, an additional public access day has been scheduled before the new system becomes operational. The site will be open to residents on Saturday, August 8, 2026, from 8:00 a.m. to 4:00 p.m.

The Town thanks residents for their continued patience and cooperation during this transition.

c. Gander Community Garden Request

The Committee reviewed correspondence from the Gander Community Garden Board requesting the installation of a permanent municipal water service connection at the existing community garden site.

Administration advised that a preliminary review had been completed to assess potential servicing options, infrastructure requirements, and associated costs. Committee recognized the community garden as a valuable community asset that supports food security, community engagement, and recreation, however, members agreed that additional consultation and technical review are required before determining the most appropriate servicing solution.

Committee directed Administration to engage with representatives of the Gander Community Garden Board and adjacent property owners to further evaluate servicing alternatives, partnership opportunities, infrastructure requirements, and associated costs, and report back to Council with recommendations.

d. Housing Accelerator Fund (HAF) Funding Requests

The Committee reviewed five (5) applications submitted under the Town's Housing Accelerator Fund (HAF) Incentive Program, which provides financial incentives to support the development of new residential units that meet established eligibility criteria, including affordability, energy efficiency, and design standards. Administration advised that each application satisfies the program's eligibility requirements and is eligible for funding consideration.

Resolution: **26-169**

Moved By Councillor Woodford

Seconded By Councillor Handcock

THAT the application for 31 Read Street be approved for funding in an amount of up to \$6,000 under the Town's Housing Accelerator Fund (HAF) Incentive Program, subject to the applicant fulfilling all program requirements and obligations.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-170**

Moved By Councillor Woodford

Seconded By Deputy Mayor Pollett

THAT the application for 106 Memorial Drive be approved for funding in an amount of up to \$13,645.33 under the Town's Housing Accelerator Fund (HAF) Incentive Program, subject to the applicant fulfilling all program requirements and obligations.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-171**

Moved By Councillor Woodford

Seconded By Councillor Lidstone

THAT the application for 68–70 Elizabeth Drive be approved for funding in an amount of up to \$51,600 under the Town's Housing Accelerator Fund (HAF) Incentive Program, subject to the applicant fulfilling all program requirements and obligations.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-172**

Moved By Councillor Woodford

Seconded By Deputy Mayor Pollett

THAT the application for 15 Balbo Street be approved for funding in an amount of up to \$13,051 under the Town's Housing Accelerator Fund (HAF) Incentive Program, subject to the applicant fulfilling all program requirements and obligations.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-173**

Moved By Councillor Woodford

Seconded By Councillor Handcock

THAT the application for 1 Grandy Avenue be approved for funding in an amount of up to \$25,850 under the Town's Housing Accelerator Fund (HAF) Incentive Program, subject to the applicant fulfilling all program requirements and obligations.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

e. Home Based Business Applications

The Committee reviewed three (3) applications to operate home occupations within residential properties. Home occupations are listed as discretionary uses within the applicable land use zones, and each application was advertised in accordance with the Town of Gander Development Regulations. No objections were received during the advertising period.

Resolution: **26-174**

Moved By Councillor Woodford

Seconded By Councillor Lidstone

THAT the application from Becca's Day Home to operate a home-based registered childcare service at 84 Bennett Drive be approved as a discretionary use, subject to the Town of Gander Development Regulations and any conditions of approval.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-175**

Moved By Councillor Woodford

Seconded By Councillor West

THAT the application from Beyond the Bar Line Studio to operate a private music studio offering piano and voice lessons at 119 Yeager Street be approved as a discretionary use, subject to the Town of Gander Development Regulations and any conditions of approval.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-176**

Moved By Councillor Woodford

Seconded By Councillor Handcock

THAT the application from Loretta's Flower World to operate an online-based flower and gift basket business at 9 Rickenbacker Road, with no customer visitation to the residence, be approved as a discretionary use, subject to the Town of Gander Development Regulations and any conditions of approval.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

f. Accessory Building Request - 20 Elizabeth Drive

The Committee reviewed a request from the occupant of 20 Elizabeth Drive to construct an accessory building that would exceed the maximum permitted 8% accessory building lot coverage under the Development Regulations. Following discussion, the Committee determined that the request did not comply with the current Development Regulations and was not prepared to recommend approval of the application.

The Committee noted that Council may consider future amendments to the Development Regulations, however, any amendments would require review and formal adoption before taking effect and could not be applied to the current application.

The Committee further directed Administration to review the method used to calculate accessory building lot coverage on residential properties, including the appropriateness of the current 8% maximum lot coverage standard, and report back with recommendations for Council's consideration.

g. Accessibility Ramp - 119 Elizabeth Drive

The Committee reviewed a building permit application for the construction of an accessible access ramp at 119 Elizabeth Drive. The application indicates that a portion of the proposed structure will extend into the required setback and may be considered by Council under Section 5.0 – Specific Use Regulations of the Town of Gander Development Regulations.

Resolution: **26-177**

Moved By Councillor Woodford

Seconded By Councillor Lidstone

THAT the applicant be permitted to construct an accessible access ramp at 119 Elizabeth Drive, notwithstanding that a portion of the structure will extend into the required setback, subject to the Town of Gander Development Regulations and any conditions of approval.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

h. Public Works Departmental Report

Between June 4 and July 1, 2026, Public Works crews continued seasonal maintenance and service activities throughout the community.

During the reporting period, crews completed 24 pothole repair deployments, addressing roadway defects on municipal streets to help maintain safe driving conditions.

The Water and Sewer Division responded to 40 service calls and completed two repairs to municipal water and sewer infrastructure, helping to ensure the continued reliability of essential services for residents and businesses.

7.3 Community Services

The Community Services report was presented by Councillor West.

a. The Rolling Barrage

The Rolling Barrage, a coast-to-coast Canadian motorcycle ride dedicated to raising awareness of mental health and PTSD, will depart from St. John's on August 1, with Gander serving as the first overnight stop. The organizers requested a contribution toward the cost of the evening meal during their stop in Gander. Following discussion, Council agreed to provide a \$300 donation in accordance with the Town's Grants, Subsidies & In-kind Services Policy.

Resolution: **26-178**

Moved By Councillor West

Seconded By Councillor Woodford

THAT Council approve a donation of \$300 to support The Rolling Barrage, in accordance with the Town's Grants, Subsidies & In-kind Services Policy.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. Play On! 2027 Newfoundland

Play On! 2027 Newfoundland is currently seeking expressions of interest from potential host communities throughout the province. Council directed staff to forward

the information to Gander Minor Hockey to determine their interest in hosting the event. Should Gander Minor Hockey wish to pursue an application, Council indicated the Town could consider supporting the initiative as a partner rather than serving as the lead applicant.

c. No Pause - Keep the Snowbirds Flying Campaign

The City of Moose Jaw requested that municipalities consider sending a letter of support to the Prime Minister regarding the Snowbirds Alumni Association's "No Pause – Keep the Snowbirds Flying" campaign. Council agreed to forward its own letter to the Prime Minister outlining the value and positive impact the Snowbirds have had on the community through their past performances and expressing support for the continuation of the Snowbirds program.

d. NL Regiment Game

The Town of Gander and the Newfoundland Regiment Hockey Club are proud to announce that the Regiment will host the Saginaw Spirit of the Ontario Hockey League at the Steele Community Centre on Friday, August 28 at 7:00 pm, as part of a three-game preseason series across Central and Western Newfoundland.

Tickets go on sale Monday, July 20th at 9 am and are priced at \$25 plus HST & applicable service fees. Tickets can be purchased through Showpass at: <https://www.showpass.com/newfoundland-regiment-vs-saginaw-spirit> .

e. Cobb's Pond Roof Repairs

Councillor Handcock declared potential conflict of interest due to family member having employment operating out of the building and left Council Chambers at 4:45 pm.

Council authorized the Recreation Department to proceed with repairs to the roof at Cobb's Pond, with a project budget of up to \$30,000. Management was directed to determine the most appropriate repair method to provide a durable, long-term solution that protects the facility and extends its service life.

Resolution: **26-180**

Moved By Councillor Woodford

Seconded By Councillor Lidstone

THAT Councillor Handcock be deemed to be in conflict of interest in the Cobb's Pond Roof Repairs discussion.

For (5): Mayor Farwell, Councillor Woodford, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Conflict (1): Councillor Handcock

Carried (5 to 0)

Resolution: **26-179**

Moved By Councillor West

Seconded By Councillor Lidstone

THAT Council approve a project budget of up to \$30,000 for repairs to the roof at Cobb's Pond and authorize Administration to proceed with the work, selecting the most appropriate repair method to provide a durable, long-term solution.

For (5): Mayor Farwell, Councillor Woodford, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Conflict (1): Councillor Handcock

Carried (5 to 0)

Councillor Handcock returned to Council Chambers at 4:50 pm.

f. Festival of Flight Schedule

The 40th Annual Festival of Flight will be held from July 30th to August 3rd. Over five exciting days, residents and visitors come together to enjoy live entertainment, family activities, sporting events, community gatherings and plenty of unforgettable moments. The finalized schedule is available on the Recreation & Community Services Facebook Page.

g. Festival of Flight Kitchen Party

Join us for the Festival of Flight Kitchen Party on Saturday, August 1st at 8:30 pm. The night starts with Mixed Tapes, followed by Newfoundland's Ultimate Rock Show presented by NL Promotions and closing out the night is Nick Earle and the Reckless

Hearts.

Advance tickets are \$25, at the door are \$40, plus applicable taxes and service fees.

Tickets are on sale now through Showpass:

<https://www.showpass.com/dnu-festival-of-flight-kitchen-party/>

For more information, please call 709-651-TOWN.

h. Targa

Council discussed Targa Newfoundland's request to host both an in-town stage and a new heritage stage on September 15, 2026.

Council emphasized the importance of comprehensive planning and clear communication protocols to ensure the safe delivery of the event. Targa Newfoundland will be provided with a list of operational requirements, with all required documentation and information to be submitted to the Town by August 31, 2026.

The Town's Chief Administrative Officer will conduct a route review with Targa organizers on the day of the event to confirm that all required safety measures are in place. Completion of the Town's operational requirements and a satisfactory event-day route review will be mandatory conditions for the event to proceed.

Resolution: **26-181**

Moved By Councillor West

Seconded By Councillor Hancock

THAT Council approve Targa Newfoundland's request to host an in-town stage and heritage stage on September 15, 2026, subject to all operational requirements established by the Town being satisfied, all required documentation being submitted by August 31, 2026, and a satisfactory event-day route review by the Chief Administrative Officer.

For (5): Mayor Farwell, Councillor Woodford, Councillor Hancock, Deputy Mayor Pollett, and Councillor West

Against (1): Councillor Lidstone

Carried (5 to 1)

i. Upcoming Events

The following events are taking place over the coming weeks:

July 16: Concert at Cobb's Pond Rotary Park featuring Kevin Hoddinott from 6:30 - 8 pm.

July 22: Concert at Cobb's Pond Rotary Park featuring G & T (Gary & Tony) from 6:30 - 8 pm

July 23: Princess/Superhero Picnic at Cobb's Pond Rotary Park from 1 - 2:30 pm.

July 24 - 26: Baseball Gander hosting the Matt & Megan Baseball Tournament

July 30 - Aug 3: Festival of Flight

July 31 - Aug 2: Gander Minor Softball hosting the U13 Provincial Slo-pitch Tournament

August 1: YQX Running Club Commander Gander Road Race

August 1 - 2: Baseball Gander U9 Jamboree

August 8 & 9: YQX Dog Sports hosting an UpDog Challenge Trial and a Sports Introduction Workshop

For more information, please call 709-651-TOWN.

7.4 Corporate Services

The Corporate Services report was presented by Councillor Handcock.

a. Air Compressor Replacement Quote

The quote from Pennecon Technical Services provides for the supply and installation of a new I/O and communications PLC cabinet within the compressor room, including programming, testing, commissioning, and the reprogramming of the existing master PLC, HMI, and VTScada system to establish communication with the new air compressors.

As this work is proprietary to the existing control system and requires specialized integration with the Town's current infrastructure, the purchase is being procured as a

sole source. The overall compressor replacement project was originally budgeted at \$300,000 and is currently projected to exceed the approved budget.

Resolution: **26-182**

Moved By Councillor Handcock

Seconded By Councillor Lidstone

THAT Quote No. PTS-NL-Q46299 from Pennecon Technical Services for compressor control system integration and communications programming associated with the Air Compressor Replacement Project be approved in the amount of \$35,370, plus HST.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. RFQ26-06 Summary Firefighter Protective Clothing Bunker Gear

The Committee reviewed the results of RFQ 26-06 for the purchase of 20 firefighter protective clothing bunker sets. Two bids were received, and the Protective Services Department confirmed that the lowest bid met all specifications and is \$19,699.78 under budget.

Resolution: **26-183**

Moved By Councillor Handcock

Seconded By Councillor West

THAT RFQ 26-06 be awarded to Brogan Fire and Safety in the amount of \$88,550, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

c. RFP26-05 Skate Sharpening Services

The Committee reviewed RFP #26-05 for Skate Sharpening Services at the Steele Community Centre. One proposal was received from ShipShape Skate Sharpening & Repair Ltd., which met the required specifications.

The proposal includes \$1 million in liability coverage and an annual \$100 charitable donation in lieu of a rental fee.

Resolution: **26-184**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT RFP#26-05 be awarded to ShipShape Skate Sharpening & Repair Ltd. for skate sharpening services at the Steele Community Centre, subject to the proponent maintaining \$1 million liability insurance coverage and providing an annual charitable donation of \$100 in lieu of a rental fee.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

d. RFP26-04 Food and Alcohol Services

The Committee reviewed RFP #26-04 for Food and Alcohol Services at the Steele Community Centre. Two proposals were received, with Gene's Catering/Geno's Grill submitting the highest-ranked proposal, which met the required specifications.

The proposal includes a monthly flat rate of \$2,550 plus HST.

Resolution: **26-185**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT RFP#26-04 for Food and Alcohol Services at the Steele Community be awarded to Gene's Catering/Geno's Grill for a monthly flat rate of \$2,550 plus HST for the period from ice-in, 2026 to ice-out, 2029.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

e. Property Tax Reduction

The Committee reviewed one (1) application for residential property tax reductions

submitted in accordance with the income-based criteria outlined in the Schedule of Rates and Fees. The application was found to meet Council's established eligibility requirements.

Including this application, a total of twenty-six (26) residential property tax reductions have been approved to date, amounting to \$20,875.80 in reductions.

Resolution: **26-186**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT one (1) application for residential property tax reductions, totaling \$311.16, be approved as attached.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

f. Summary for Sale of Vehicles

Sale of Surplus Vehicle – OC26-01

The results of Open Call for Bid #OC26-01 for the sale of one (1) used 2015 Ford F-250 Pickup Truck were presented to the Committee for review and consideration. A total of three (3) compliant bids were received.

Sale of Surplus Vehicle – OC26-02

The results of Open Call for Bid #OC26-02 for the sale of one (1) used 2013 Chevrolet Silverado Pickup Truck were presented to the Committee for review and consideration. A total of four (4) compliant bids were received.

Sale of Surplus Vehicle – OC26-03

The results of Open Call for Bid #OC26-03 for the sale of one (1) used 2013 Chevrolet Silverado Pickup Truck were presented to the Committee for review and consideration.

A total of four (4) compliant bids were received.

Sale of Surplus Vehicle – OC26-04

The results of Open Call for Bid #OC26-04 for the sale of one (1) used 1995 Suzuki Carry All Mini Truck were presented to the Committee for review and consideration. A total of seven (7) compliant bids were received.

Resolution: **26-187**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Open Call for Bid #OC26-01 for the sale of one (1) used 2015 Ford F-250 Pickup Truck (Plate No. GMK 471) be awarded to Rod's DO All Limited, the highest compliant bidder, in the amount of \$3,047.50, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-188**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Open Call for Bid #OC26-02 for the sale of one (1) used 2013 Chevrolet Silverado Pickup Truck (Plate No. GMK 234) be awarded to B&H Trading Inc. Limited, the highest compliant bidder, in the amount of \$719.90, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-189**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Open Call for Bid #OC26-03 for the sale of one (1) used 2013 Chevrolet Silverado Pickup Truck (Plate No. GMK 233) be awarded to Nicholas Pittman, the highest

compliant bidder, in the amount of \$1,063.75, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-190**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Open Call for Bid #OC26-04 for the sale of one (1) used 1995 Suzuki Carry All Mini Truck (Plate No. GMN 669) be awarded to Double D Auto Repair Ltd., the highest compliant bidder, in the amount of \$2,909.50, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

g. Gander Girl Guides Taxation Request

The Committee reviewed a request from the Gander Girl Guides for an additional reduction in property tax. Following discussion, the Committee did not recommend an additional reduction, noting that the organization already receives the applicable non-profit rate established under the Town's Schedule of Rates and Fees. Committee further noted that the fee schedule is applied consistently to all eligible organizations and that approving an additional reduction could create a precedent for similar requests. Accordingly, no changes to the existing fee structure were recommended.

h. Town of Harbour Breton - Tourism Accommodation Tax

The Committee reviewed correspondence from the Town of Harbour Breton regarding the application of the Tourism Accommodation Tax to individuals travelling for medical purposes. Committee noted that many accommodation providers already offer reduced medical rates at their discretion, however, the Town's Tourism Accommodation Tax Bylaw provides an exemption only for stays exceeding 30 consecutive days. As the bylaw already contains this exemption, and shorter-term medical stays are not exempt, the Committee did not recommend any amendments to the current bylaw.

i. Payment Plan Exception – Collection Policy F002

The Committee reviewed a request for a payment arrangement that exceeds the maximum repayment period permitted under Collection Policy F002. Following discussion, the Committee acknowledged the unique circumstances of the account and agreed that an extended repayment period would support full recovery of the outstanding taxes while maintaining the account in good standing.

Resolution: **26-191**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT Council delegate authority to Administration to enter into a payment arrangement requiring all outstanding property taxes, together with an estimated amount for 2027 property taxes and all applicable interest, to be paid in equal monthly installments through December 31, 2027. The payment arrangement shall require full repayment of all outstanding obligations by December 31, 2027, and shall be subject to cancellation in the event of default.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

j. Summary for Towers Lift Station - Internal Piping Replacement

The results of RFQ 26-11 for the Towers Lift Station Internal Piping Replacement were presented to the Committee for review and consideration. Three (3) quotations were received and evaluated. Following review, the Department of Planning and Public Works recommended that the contract be awarded to Western Pump Services as the lowest compliant bidder.

The project is \$4,967.75 under the approved budget.

Resolution: **26-192**

Moved By Councillor Handcock

Seconded By Councillor Lidstone

THAT RFQ 26-11 for the Towers Lift Station Internal Piping Replacement be awarded to Western Pump Services in the amount of \$55,172.40, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor

Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

k. Skateboard Park Renovations

The Committee was advised that the Director and staff met with local skateboard users to identify improvements to the existing skate park and develop a phased retrofit plan. Phase 1 includes replacing and adding modern skate park features to improve safety, functionality, and the overall user experience.

The Committee reviewed a quotation from Canadian Ramp Company for the supply and installation of the Phase 1 improvements through the CANOE Procurement Group. The project is \$7,286.42 over budget, which will be absorbed through savings within the Community Services Department budget.

Resolution: **26-193**

Moved By Councillor Handcock

Seconded By Councillor Lidstone

THAT Quote #Q29531 for the Skateboard Park Retrofit Project – Phase 1 be awarded to Canadian Ramp Company in the amount of \$150,852.19 plus HST.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

7.5 Public Safety and Protective Services

The Public Safety and Protective Services report was presented by Councillor Lidstone.

a. Response Protocol

July will mark the conclusion of a temporary change in response protocol for Gander Fire Rescue. Over the past three months, the department modified its response procedures to emergency calls within the Town to collect data and evaluate whether alternative firefighting tactics could improve service delivery. The department will now analyze the results to compare both response methods and identify any efficiencies or deficiencies that may help guide future operations.

b. Fire Safety PSA

With warmer summer weather, Public Safety reminds residents to monitor the Provincial Fire Hazard Index and Gander Fire Rescue's Facebook page for updates on fire conditions. Residents are encouraged to exercise caution when having backyard fires, always keep a water source nearby, and ensure fire pits are located at least 10 feet from combustible materials.

In addition, due to the recent increase in motor vehicle collisions, motorists are reminded to obey the rules of the road, remain attentive while driving, and practice defensive driving.

c. June Statistics

Gander Fire Rescue responded to 27 calls for service in June, 11 of which were motor vehicle accidents. This represents an increase from June 2025, when the department responded to 20 calls, including three motor vehicle accidents. The department also reported that there were no brush fires during the month.

Municipal Enforcement recorded 105 resident interactions and issued 58 traffic violation tickets.

7.6 Communications, Engagement and Strategy

The Communications, Engagement and Strategy report was presented by Deputy Mayor Pollett.

a. Strategic Plan 2026-2030

Committee reviewed the draft Town of Gander 2026–2030 Strategic Plan, developed as a refresh following completion of the Town's 2021–2025 Strategic Plan. Administration noted that significant progress had been made, while many priorities remain relevant.

Committee discussed the five strategic pillars: Community Recreation and Wellness, Mobility and Transportation, Economic Development and Tourism, Organizational Excellence and Strategic Advocacy, and Housing Availability and Community Needs.

Committee expressed support for the plan, noting that it provides a clear framework to guide Council decision-making, budgets, work plans, advocacy, partnerships, and performance reporting from 2026 to 2030. The final plan will be made available on the Town's website following adoption.

Resolution: **26-194**

Moved By Deputy Mayor Pollett

Seconded By Councillor Woodford

THAT Council adopt the Town of Gander 2026–2030 Strategic Plan, as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. Customer Service Strategy

Committee reviewed the draft Customer Service Strategy (2026–2029), which establishes a framework to guide the continued modernization of customer service and service delivery across the Town. Administration advised that the strategy builds on the implementation of Contact Gander and identifies priorities for the next phase of service improvements.

Committee discussed the five strategic priorities and noted that the strategy will serve as a practical roadmap for initiatives including online payments, permit modernization, standardized forms and applications, expanded digital services, customer service standards, and performance reporting.

Committee also supported the continued review of municipal services to identify appropriate opportunities for centralized customer service delivery through Contact Gander.

Committee expressed support for the strategy and agreed that it provides a clear direction for continued customer service improvement across the organization.

Resolution: **26-195**

Moved By Deputy Mayor Pollett

Seconded By Councillor Handcock

THAT Council adopt the Town of Gander Customer Service Strategy (2026–2029), as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

c. Council Engagement Report

Community engagement continues to be an important part of Council's work, supporting open communication, collaboration, and responsiveness to local needs.

Over the past month, Council members participated in a number of community events and meetings, including:

- Attendance at the International Lounge Heritage Designation Plaque Presentation.
 - Participation in the Gander and Area Chamber of Commerce Annual General Meeting.
 - Attendance at the Special Olympics Athletics Dinner and Medal Presentation.
 - Bringing greetings at the Scouts Banquet.
 - Attendance at the Graduation and Recognition Ceremony.
 - Bringing greetings at the Gander Collegiate Prom.
 - Bringing greetings at the Newfoundland and Labrador Federation of Co-operatives' 77th Annual General Meeting and Co-operative Conference.
 - Participation in the Grand Opening and Ribbon Cutting for Kelly Ford.
 - Attendance at the Annual Ceremonial Review for 190 NLCC Clyde Navy League Cadets
 - Participation in the Pride Flag Raising and Proclamation Ceremony
 - Participation in the Pride Kick-Off BBQ.
 - Attendance at the 2026 Gander Pride Brunch.
 - Bringing greetings at the Royal Canadian Airforce Run
-
- 537 Air Cadets Annual Ceremonial Review
 - Hosting and participating in Canada Day celebrations at Cobb's Pond Rotary Park.
 - Attendance at the opening performance of Come From Away Gander.
 - Participation in the 26th Annual Golf for Health Tournament.
 - Bringing greetings at the Opening Ceremony of the 113th Annual Elks of Canada National Convention.

As Council's spokesperson, the Mayor continues to lead advocacy and strategic initiatives that support community priorities. Recent activities included:

- Participated in a meeting with the Honourable Craig Pardy, Minister of Finance.
- Hosted a Town Hall tour for members of the Rotary Friendship Exchange from Wisconsin.

8. ADMINISTRATION

9. CORRESPONDENCE

10. NEW BUSINESS

The New Business report was presented by Councillor Lidstone.

10.1 Fence Variance - 128 Byrd Avenue

The Committee reviewed an application to construct a fence at 128 Byrd Avenue with a total height of 2.2 metres. The property is located within the Residential Medium Density Zone, where the maximum permitted fence height is 2.0 metres. Council may, however, vary the regulation by up to 10 percent. The application was advertised in accordance with the Town's Development Regulations, and no objections were received during the advertising period.

Resolution: **26-196**

Moved By Councillor Lidstone

Seconded By Councillor Woodford

THAT the applicant be permitted to construct a fence with a total height of 2.2 metres at 128 Byrd Avenue, notwithstanding the maximum permitted fence height of 2.0 metres, subject to all conditions outlined in the permit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

10.2 RFP26-06 Organizational Development and People Culture Consulting

Administration issued a Request for Proposals to three experienced firms operating within Newfoundland and Labrador and Atlantic Canada with expertise in organizational development, human resources, recruitment, labour relations, workforce planning, and

organizational change.

Two submissions were received and evaluated in accordance with the criteria established in the Request for Proposals. The submissions demonstrated differing strengths, experience, and areas of specialization that would provide value to the Town across a range of organizational and human resource initiatives.

Administration is recommending that both firms be added to the Town's pre-qualified consultant roster. This approach will provide flexibility to engage the most suitable expertise based on the specific needs of individual projects, including organizational reviews, workforce planning, recruitment support, labour relations, leadership development, and position renewal initiatives arising from staff turnover and organizational transition.

The establishment of a pre-qualified roster will provide Administration with access to experienced external resources to support informed, strategic, and defensible organizational and staffing decisions while ensuring the Town continues to attract and retain the talent necessary to deliver high-quality services to residents.

Resolution: **26-197**

Moved By Councillor Lidstone

Seconded By Councillor Woodford

THAT Council award RPF26-06 to MC Advisory and Higher Talent as pre-qualified consultants for Organizational Development and Human Resources Consulting Services for the Town of Gander for a period of two (2) years, with the option to extend for up to two (2) additional years in accordance with the Request for Proposals.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

11. ADJOURNMENT

Mayor Farwell requested a motion for adjournment.

Resolution: **26-198**

Moved By Councillor Woodford

Seconded By Deputy Mayor Pollett

THAT the Regular Meeting of Council be adjourned at 5:41 pm.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett,
Councillor Lidstone, and Councillor West

Carried (6 to 0)

P. Farwell, Mayor

A. Oldford, Town Clerk



TOWN OF GANDER
REGULAR MEETING OF COUNCIL
Wednesday, June 17, 2026, 04:00 PM
Council Chambers

Council Present:

Percy Farwell, Mayor
Pat Woodford, Councillor
Sheldon Handcock, Councillor
Tara Pollett, Deputy Mayor
Jim Lidstone, Councillor
Krystle West, Councillor

Staff Present:

Brad Hefford, Chief Administrative Officer
Alexa Oldford, Town Clerk
James Blackwood, Director of Planning and Public Works
Kelly Hiscock, Director of Corporate Services
Jerry Knee, Director of Community Services
Dave Shea, Fire Chief

Regrets:

Samantha Abbott, Councillor

1. CALL TO ORDER

The meeting was called to order by Mayor Farwell at 4:00 pm.

2. LAND ACKNOWLEDGEMENT

Mayor Farwell delivered the Land Acknowledgement.

“We acknowledge that the lands on which we gather are situated on the unceded traditional territories of the Beothuk [bee-oth-uck], and Mi’kmaq [mee-gum-maq] Nations. We also acknowledge Labrador as the traditional homelands of the Innu [in-new], and Inuit [in-new-eet].

We strive to be responsible stewards of the land and commit ourselves to working in a spirit of

truth and reconciliation. Therefore, the Town of Gander has an inherent responsibility to foster healthier relationships with First Peoples and further the Calls to Action as outlined by the Truth and Reconciliation Commission.”

3. APPROVAL OF AGENDA

The agenda for the Regular Meeting of Council was presented for approval.

Resolution: **26-140**

Moved By Deputy Mayor Pollett

Seconded By Councillor Handcock

THAT the agenda for the June 17, 2026 Regular Meeting of Council be approved, as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

4. APPROVAL OF PREVIOUS MINUTES

4.1 May 27, 2026 - Regular Meeting of Council

Minutes from the May 27, 2026 Regular Meeting of Council were presented for approval.

Resolution: **26-141**

Moved By Councillor Woodford

Seconded By Councillor Lidstone

THAT minutes from the May 27, 2026 Regular Meeting of Council be approved as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

5. BUSINESS ARISING FROM PREVIOUS MINUTES

6. STANDING COUNCIL BUSINESS

6.1 Governance and Legislative Services

The Governance and Legislative Services report was presented by Councillor Woodford.

a. Records Management Policy

Council was presented with the draft Records and Information Management Policy for second reading. The draft policy outlines a proposed corporate framework for the creation, management, storage, protection, retention, retrieval, disposition, and preservation of records and information in the custody or control of the Town, and identifies the Town Clerk as the accountable corporate lead.

Resolution: **26-142**

Moved By Councillor Woodford

Seconded By Councillor Handcock

THAT the Records and Information Management Policy be given second reading and adopted, as presented.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-143**

Moved By Councillor Woodford

Seconded By Councillor West

THAT Policy A022 - Records Management Policy be rescinded.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. Correspondence

The Committee reviewed correspondence regarding the timing of Clean Up Week and acknowledged the resident's concerns about whether the scheduled dates best reflect residents' needs. The Committee noted that Clean Up Week is completed using internal resources, with contracted trucks, and that the same staff are also responsible for several other seasonal operational priorities, including pothole repairs, line

painting, lawn repairs and general maintenance. The Committee recognized that garbage collection is an important service for residents, however, scheduling must also consider operational capacity, weather conditions, cost pressures and competing work demands. It was further noted that the established deadline for placing items out for collection must be adhered to, as extended collection beyond the deadline creates additional operational and financial pressures.

c. Summer Council Meeting Schedule

As a reminder to residents, in accordance with the approved 2026 meeting schedule, the next two Council cycles will be four (4) weeks in length. The next Regular Meetings of Council will take place on July 15 and August 12, with Council returning to its regular three-week meeting cycle beginning September 2.

6.2 Planning and Public Works

The Planning and Public Works report was presented by Councillor Handcock.

a. Home Based Business - 7 Tully Place

The Chief Administrative Officer declared potential conflict of interest and left Council Chambers at 4:05 pm.

Council revisited the application from AGAPE Holistic Acupuncture to operate a home-based therapy service from 7 Tully Place. The application had previously been reviewed, advertised in accordance with Town policy, and no objections were received by the advertised deadline. As home occupation is listed as a discretionary use within the applicable zone, Council brought the matter back for further discussion and consideration, including the nature of the proposed services and the suitability of the use as a home-based business within a residential property.

Resolution: **26-144**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT the application from AGAPE Holistic Acupuncture to operate a home based-therapy service from 7 Tully Place be denied.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. Sideyard Variance - 31&33 Waterton Street

The Committee reviewed development applications pertaining to properties on Waterton Street. The submissions included subdivision application for 283 Waterton Street, as well as side yard variance requests associated with proposed residential dwelling units at 31 and 33 Waterton Street.

The proposed subdivision would result in the creation of two separate legal properties. The Department has confirmed that, following subdivision, the resulting lots will meet the requirements set out in the Town of Gander Development Regulations and the Design Standards for Streets and Subdivisions.

The proposed residential dwellings at 31 and 33 Waterton Street each require a side yard variance, reducing the required setback from 3.0 metres to 2.85 metres. Both properties are located within a Residential Medium Density Zone, wherein Council may grant variances of up to 10% of the prescribed requirement.

The variance applications were advertised in accordance with regulatory requirements, and several submissions were received in response. All correspondence has been provided to Council for review and consideration.

Resolution: **26-145**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT Council approve the application to subdivide Lot 283 Waterton Street into two legal properties, subject to the submission and approval of final survey plans to the satisfaction of the Town of Gander, and any conditions outlined in the permit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-146**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT Council approve a variance to the side yard requirement at 31 Waterton Street from 3.0 metres to 2.85 metres to accommodate the construction of a residential dwelling unit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-147**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT Council approve a variance to the side yard requirement at 33 Waterton Street from 3.0 metres to 2.85 metres to accommodate the construction of a residential dwelling unit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

The Chief Administrative Officer returned to Council Chambers at 4:13 pm.

c. HAF Application - 112-138 Sullivan Ave.

The Committee reviewed an application submitted under the Town's Housing Accelerator Fund (HAF) Incentive Program, which provides financial incentives to support the development of new residential units that meet specified eligibility criteria, including affordability, energy efficiency and design standards. The application proposes the development of two (2) two-storey quadplexes at 112–138 Sullivan Avenue, resulting in a total of eight (8) three-bedroom rental units located near the town centre. The applicant has indicated an intention to meet the eligibility requirements for the base incentive, the energy efficiency incentive and the permit fee rebate, for a total potential HAF contribution of \$112,585.00. Administration advised that the application, as presented, meets the program eligibility criteria.

Resolution: **26-148**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT up to \$112,585.00 in Housing Accelerator Fund funding be allocated to the applicant for the proposed quadplex units at 112–138 Sullivan Avenue, contingent upon the applicant's continued compliance with all eligibility requirements under the Town of Gander's Housing Incentive Program.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

d. Planning Department Report

The Committee reviewed the Planning Department report for the period of May 14 to June 3. The report summarized applications received, permits issued, zoning compliance letters processed, and provided an overview of new construction activity during the reporting period. During this period, 35 residential applications were received, 37 building permits were issued, and two (2) occupancy permits were issued.

e. Public Works Departmental Report

The Committee reviewed the Public Works update for the period of May 14 to June 3. During this time, crews completed the extensive community cleanup and began transitioning to seasonal maintenance throughout the community. Public Works completed 15 pothole repair deployments, addressing numerous defects on local streets. The Water and Sewer Division responded to 37 service calls and completed one (1) repair to municipal water and sewer infrastructure.

f. Home Based Business Applications

Mayor Farwell declared conflict of interest due to owning the rental property located at 184A Elizabeth Drive and left Council Chambers at 4:19 pm.

The Committee reviewed two discretionary use applications for home occupation businesses. The first application was submitted by BOAZ Auto Wash to operate a home office for a mobile auto washing and tire change service from 172 Elizabeth Drive, with all services to be provided off site. The second application was submitted by A&L Ventures to operate a food catering service and seasonal automotive detailing service from 184A Elizabeth Drive, with no customer visitation to the property and all products and services delivered or provided off site. Both applications were advertised in accordance with the Town's Development Regulations, no objections were received, and the proposed uses are listed as discretionary uses within the applicable zoning designation. Committee recommended approval of both applications subject to the Town's Development Regulations and any conditions outlined in the permits.

Council discussed the conflict of interest declared by Mayor Farwell including whether he would be deemed to be in conflict.

Resolution: **26-149**

Moved By Councillor West

Seconded By Councillor Handcock

THAT Mayor Farwell be deemed in Conflict of Interest regarding 184A Elizabeth Drive.

For (4): Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Against (1): Councillor Woodford

Conflict (1): Mayor Farwell

Carried (4 to 1)

Resolution: **26-150**

Moved By Councillor Handcock

Seconded By Councillor Lidstone

THAT the application from A&L Ventures to operate a food catering service and seasonal automotive detailing service from 184A Elizabeth Drive be approved as a discretionary use, subject to the Town of Gander Development Regulations and any conditions outlined in the permit.

For (5): Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Conflict (1): Mayor Farwell

Carried (5 to 0)

Mayor Farwell returned to Council Chambers at 4:32 pm.

Resolution: **26-151**

Moved By Councillor Handcock

Seconded By Councillor West

THAT the application from BOAZ Auto Wash to operate a home office for a mobile auto washing and tire change service from 172 Elizabeth Drive be approved as a discretionary use, subject to the Town of Gander Development Regulations and any conditions outlined in the permit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor

Carried (6 to 0)

g. Proposed Discretionary Use - 26&28 Fitzmaurice Road

The Committee reviewed a request from a representative of Cara Transition House seeking approval to operate the Open Door Community Youth Network and a community outreach space for Cara Transition House at 26 and 28 Fitzmaurice Road. The properties are located within the Residential Medium Density zone, and it was determined that the proposed use could not be accommodated as presented. The Committee recognized the important role these organizations play in the community and directed staff to work with the representatives to help identify appropriate locations for each proposed use.

h. Gander and Area SPCA - Request for Support

The Committee reviewed a request from the local SPCA for assistance with fencing at its Magee Road property and relocation of a small accessory building from its previous location on McCurdy Drive. The Committee agreed to recommend donating chain-link fencing currently in Town inventory, salvaged from a previous project, for the SPCA to install or have installed by an outside contractor. The Committee also agreed that Municipal staff arrange for the accessory building to be relocated as requested.

Resolution: **26-152**

Moved By Councillor Handcock

Seconded By Councillor Lidstone

THAT chain-link fencing currently in inventory be donated to the SPCA, and that Municipal staff relocate the accessory building from its previous location on McCurdy Drive to its new location on Magee Road.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

i. Accessory Building Request - 167 Sullivan Avenue

The Committee reviewed a request from the owner of 167 Sullivan Avenue to

construct an accessory building that, when combined with all other structures classified as accessory buildings on the property, would exceed the maximum allowable lot coverage of 8%. After consideration, the Committee was not prepared to vary the regulation at this time to permit the application. It was noted that Council may consider future changes to the regulations, however, the application would have to wait until any such amendments are reviewed and adopted.

The Committee requested that staff review the criteria used to determine accessory building footprint for the purpose of calculating the maximum allowable accessory building lot coverage of 8% on residential properties, as well as the 8% allowable lot coverage.

j. Fundy Capital Management

Council reviewed a proposal from Fundy Capital Management to purchase vacant municipal land behind Viscount Crescent and Cooper Boulevard to support expansion of the Lakeview Court Mobile Home Community. The proposal includes approximately 50 serviced mobile home lots using container or modular housing units at an affordable price point. Council noted that the lands are currently zoned Open Space (OS) and would require rezoning to Residential Mobile Home (RMH) for the development to proceed. Council recognized the proposal's potential to support affordable and attainable housing, increase home ownership options, and provide greater housing diversity within the community. However, given the scale of the municipal lands and the importance of a transparent process, Council agreed that a direct sale may not achieve the best overall outcome for the Town. Staff were directed to prepare a Request for Proposals for the subject lands and report back to Council with findings and recommendations.

k. Accessory Building Height Variance - 17 McGrath Place

Councillor Lidstone declared conflict of interest due to private interest in the property and left Council Chambers at 4:45 pm.

The Committee reviewed an application to construct a garage at 17 McGrath Place with a proposed height of 6.05 metres. The property is located within a Residential Medium Density zone, where the maximum permitted height for an accessory building is 5.50 metres. The Committee noted that Council may, at its discretion, grant variances of up to 10% of the prescribed requirement. The application was advertised in accordance with the Town's Development Regulations, and no submissions were received by the advertised deadline.

Resolution: **26-153**

Moved By Councillor Handcock

Seconded By Deputy Mayor Pollett

THAT the application to construct a garage at 17 McGrath Place with a height of 6.05 metres be approved, subject to all conditions outlined in the permit.

For (5): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, and Councillor West

Conflict (1): Councillor Lidstone

Carried (5 to 0)

Councillor Lidstone returned to Council Chambers at 4:46 pm.

I. Accessory Building Height Variance - 400 Gander Bay Road

The Committee reviewed an application to construct a garage at 400 Gander Bay Road with a proposed height of 6.05 metres. The property is located within a Residential Rural zone, where the maximum permitted height for an accessory building is 5.50 metres. The Committee noted that Council may, at its discretion, grant variances of up to 10% of the prescribed requirement. The application was advertised in accordance with the Town's Development Regulations and no submissions were received by the advertised deadline.

Resolution: **26-154**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT the application to construct a garage at 400 Gander Bay Road with a height of 6.05 metres be approved, subject to all conditions outlined in the permit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

m. 2026 Street Resurfacing

The Committee reviewed the proposed 2026 sectional street paving program. Various areas throughout the community were assessed based on current condition, traffic volumes, future recapitalization planning, and opportunities for strategic investment

to extend infrastructure service life. Following this review, the proposed program includes multiple sections of Bennett Drive and Penwell Avenue between Payette Street and Russell Street, as identified on drawings 26-1025-3, 25-1025-8, 25-1025-9, 25-1025-10 and 25-1025-12. The Committee agreed with the recommendation and directed staff to proceed with design in preparation for tendering the work.

n. Eastgate Phase 14

The Committee reviewed the proposed subdivision plan for Phase 14 of Eastgate, which includes 36 single-family dwelling lots and 14 duplex building lots. The Department advised that the plan, as presented, meets the Town of Gander Design Standards for Streets and Subdivisions; however, minor revisions are required prior to approval for construction. The Committee was generally supportive of the Phase 14 plan but raised concerns regarding the relocation of greenspace and other lot layout details within the overall development plan. Staff were asked to continue discussions with the developer regarding future phases.

o. Briggs Street – Property Amalgamation

The Committee reviewed a development application requesting approval to amalgamate the two existing properties identified as Lots 250 and 251 Briggs Street, as more particularly described in Drawing No. 26-1035. The Department confirmed that, following the proposed amalgamation, the resulting lot will comply with the requirements of the Town of Gander Development Regulations and the Design Standards for Streets and Subdivisions.

Resolution: **26-155**

Moved By Councillor Handcock

Seconded By Councillor Woodford

THAT Council approve the application to amalgamate Lots 250 and 251 Briggs Street into one legal property, subject to the submission and approval of final survey plans to the satisfaction of the Town of Gander and any conditions outlined in the permit.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

6.3 Community Services

The Community Services report was presented by Councillor Lidstone.

a. Skateboard Park

The Committee discussed the recent engagement session held with local skateboard park users regarding potential updates to the facility. Feedback received identified a need to modernize outdated features, improve safety, lighting and signage, resurface the asphalt, adjust the layout, and incorporate more beginner-friendly elements while continuing to support experienced users. The Committee also discussed the opportunity to develop a more street-oriented design, improve maintenance of the area, and consider future community programming so the skateboard park can continue to function as both a recreational facility and community gathering space. Staff will continue developing a concept layout for the proposed improvements.

b. Summer Program

The Committee was provided with an update on the Summer Program for children ages 5–12, which is scheduled to begin on July 6. Registration is open, and details are available through the Recreation and Community Services - Town of Gander Facebook page.

c. Canada Day

The Committee invites residents to join the Town for Canada Day celebrations on July 1 at Cobb's Pond Rotary Park from 1:00 p.m. to 4:00 p.m. The afternoon will include live entertainment, family-friendly games and Canada Day cake as the community comes together to celebrate. Musical performances will be provided by Andrew Tavenor, Adam Baxter, Swerve Jr. and Silver Wolf Band.

d. Festival of Flight

The 40th Annual Festival of Flight will take place from July 30 to August 3, 2026. Staff are currently planning a memorable celebration and working to finalize an exciting schedule of events for residents, visitors, community groups and families to enjoy. Community groups and organizations interested in hosting or organizing an event as part of this milestone festival are encouraged to contact the Community Services department by June 30 by emailing recreation@gander.ca or calling 709-651-TOWN.

e. Safety and Maintenance Concern on Residential Trail

The Committee reviewed a resident concern regarding a residential trail, including reports of property damage from off-road vehicles, vehicles travelling at unsafe speeds, public drinking and drug use, and general trail maintenance concerns. The Committee discussed the broader need to review service standards for the trail network, including when and where trails are required and how maintenance priorities

should be determined. With respect to this location, staff will assess the trail and arrange for cleanup and maintenance as required, including clearing or thinning where appropriate to improve visibility and address debris.

f. Festival of Flight Kitchen Party Tickets

The Committee discussed ticket pricing for the Festival of Flight Kitchen Party, scheduled for August 1 at 8:00 p.m. The event will feature Mixed Tapes, NL Promotions Rock the Rock, and Nick Earle & the Restless Hearts, offering an evening of live music and entertainment as part of the Festival of Flight celebrations. Tickets will be available at a cost of \$25.00 for early bird pricing and \$40.00 at the door, plus applicable taxes and surcharges, with the ticket sale date to be announced.

g. Community Partnership Fund - Correction to Operational Grant Allocation Total

A clerical error in the Community Partnership Fund report and Resolution 26-120 from the previous meeting was identified. The total recommended operational grant allocation was recorded as \$41,750, however, the correct total is \$46,750, reflecting a \$5,000 difference.

Resolution: **26-156**

Moved By Councillor Lidstone

Seconded By Councillor Woodford

THAT the 2026 Community Partnership Fund operational grant allocation total be amended from \$41,750 to \$46,750.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

h. Upcoming Events

The following events will take place in the coming weeks:

June 19 - 21: Provincial Special Olympics Track & Field Competition

June 20 – 21: Co-ed Adult Softball Tournament

June 25: Gander Collegiate Prom

June 27: Gander Ride For Dad

July 1: Canada Day at Cobb's Pond Rotary Park from 1 – 4 pm

July 8: Concert in the Park at Cobb's Pond Rotary Park from 6:30 – 8 pm

July 10 - 12: YQX Dog Sports is hosting an UpDog Competition at the Athletic Field

July 17 - 19: Gander Minor Softball is hosting the Aurora Keats Memorial Softball Tournament

For more information, please call 709-651-TOWN.

6.4 Corporate Services

The Corporate Services report was presented by Deputy Mayor Pollett.

a. Open Call for Bids - 17-CHIF-26-00025 Sullivan Avenue Water and Sewer Upgrades Phase 2

The Town issued a tender for the Sullivan Avenue Infrastructure Upgrades phase 2 project. The scope of work includes the upgrading of storm and sanitary sewer mains, watermains, and all associated infrastructure necessary to connect to existing services.

Five bids were received, and the lowest compliant bid was submitted by Springdale Forest Resources Inc.

This is a cost-shared project with the Federal and Provincial Governments and is currently \$622,132.42 net HST under budget.

Resolution: **26-157**

Moved By Deputy Mayor Pollett

Seconded By Councillor Woodford

THAT tender # MI16675 for project # 17-CHIF-26-00025, for Sullivan Avenue Water and Sewer Upgrades Phase 2, be awarded to Springdale Forest Resources Inc. at \$2,484,304.75 HST Included with the Town agreeing to fund 100% of any cost overruns.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

b. Property Tax Reduction

The Committee reviewed one (1) application for residential property tax reduction submitted in accordance with the income-based criteria outlined in the Schedule of Rates and Fees. The application was found to meet Council's established eligibility requirements.

Including these application, a total of twenty-five (25) residential property tax reductions have been approved to date, amounting to \$20,464.64 in reductions.

Resolution: **26-158**

Moved By Deputy Mayor Pollett

Seconded By Councillor Handcock

THAT one (1) application for residential property tax reduction, totaling \$974.11, be approved as attached.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

c. Invoices for Clean Up Week(s)

The Committee reviewed invoices from Ridge G & P Services Limited for equipment rental associated with the recent Town clean up. Due to the volume of garbage collected, the time required to complete the work significantly exceeded the original estimate. The approved budget for equipment rental was \$36,500.00 net of HST, resulting in a budget overage of \$26,905.88.

Resolution: **26-159**

Moved By Deputy Mayor Pollett

Seconded By Councillor Woodford

THAT invoices #962025, #962026, and #962027 from Ridge G & P Services Limited for equipment rental associated with the recent Town clean up be approved in the total amount of \$69,920.00, HST included.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

d. Assessment Roll

The Committee was advised that 2027 property assessment notices have recently been issued to property owners. Assessments are based on market value as of January 1, 2026, and are determined by the Municipal Assessment Agency using factors such as recent sales of comparable properties, property size, age, condition, improvements and neighbourhood features, including scenic areas. The average residential property value in Gander increased by 6.02%, from \$297,146 to \$315,029, compared with a provincial average increase of 7.06%. The average commercial property value in Gander increased by 4.63%, compared with the provincial average increase of 6.45%.

e. Request for Payment Plan

The Committee reviewed a request for a payment plan for outstanding business taxes. The account had previously been written off in August 2025, and the request was therefore brought forward for approval. The Committee noted that Policy F002, Accounts Receivable Collections, requires payment arrangements to include outstanding taxes from both the previous and current year, with the full balance to be paid by year-end, and that any arrangement outside these provisions requires Council approval. After review, the Committee agreed to recommend approval of a 12-month payment plan for the outstanding balance.

It was also recommended that staff review the policy and bring forward a potential revised draft for Council's consideration.

Resolution: **26-160**

Moved By Deputy Mayor Pollett

Seconded By Councillor Handcock

THAT a payment plan be approved for tax roll #002011210001 in the amount of \$6,234.33, plus applicable interest, to be repaid over a 12-month period.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

6.5 Public Safety and Protective Services

The Public Safety and Protective Services report was presented by Councillor West.

a. Professional Development

The Committee was provided with an update on ongoing professional development at Gander Fire Rescue. Members recently participated in Fire Apparatus Pump Operations training, which supports the safe and effective operation of fire apparatus pump systems, including water intake and distribution for fire suppression. Members also attended Basic Emergency Management and Emergency Operations Centre Management courses in Gambo, further supporting the Town's emergency preparedness capacity. It was noted that June marks the final month of the recruit program, after which recruits will begin attending emergency scenes and regular departmental training. The Committee also acknowledged that five members recently attended Provincial Fire School in Marystown and completed certification testing in various courses.

b. Junior Firefighter scholarship

The Committee was advised that the final night of the Junior Firefighter Program was held on June 4, marking the conclusion of another successful year for the program. As part of the closing activities, the Department recognized the recipient of the Eithne Daly Junior Firefighter Scholarship, which is awarded based on attendance, an essay outlining lessons learned through the program, and outside references. This year's scholarship was awarded to Abigail Fisher. The Department expressed appreciation to Mayor and Council for their continued support of the Junior Firefighter Program.

c. Dirt Bikes

The Committee was advised that the Department has received complaints regarding dirt bikes, ATVs, and quads operating on roadways at excessive speeds and in a reckless manner. While Municipal Enforcement continues to monitor the situation, it was noted that four concerns have been reported to Public Safety regarding ATVs and/or quads.

The Town of Gander encourages all users to be mindful of the safety of pedestrians, motorists, residents and other trail users, and to operate in a manner that protects both the public and the rider.

d. Protective Services Statistics

The Committee was provided with an update on emergency response and enforcement activity for the month to date. Gander Fire Rescue has responded to 12 calls so far in June, including five motor vehicle collisions, compared to 15 total calls in May, two of which were motor vehicle collisions. Municipal Enforcement also reported responding to 26 resident concerns and 44 traffic violations.

6.6 Communications, Engagement and Strategy

The Communications, Engagement and Strategy report was presented by Councillor Woodford.

a. Gander Collegiate Request

The Committee reviewed a request from Gander Collegiate for support of this year's Safe Grad celebrations. The Committee was pleased to support the event by providing a Town promotional package to be used as part of the activities, and commended the organizers for helping provide graduates with a safe and memorable celebration.

b. Name our Electric Vehicle Contest

The Committee reviewed the results of the contest for children ages 12 and under to name the Town's new electric vehicle. The contest generated creative submissions and provided a fun opportunity for young residents to engage with the Town's sustainability initiatives. After considering the entries received, the Town's new electric vehicle will be known as EVie.

Thank you to all of our young residents who took part. You helped bring some fun to our fleet and showed how young voices can help shape our community in creative ways.

7. ADMINISTRATION

8. CORRESPONDENCE

9. NEW BUSINESS

The New Business report was presented by Councillor West.

9.1 Proposed Vendor Location

A request has been received from Pudgies Pouterie to operate a seasonal food truck on Town-owned property adjacent to the Bennett Drive service road. The proposed location is shown on Drawing No. 26-1034. The applicant has confirmed that the food truck will be

removed before the winter parking ban comes into effect. The approval would be subject to all conditions outlined in the permit.

Concerns were raised regarding the specific location and potential risks associated with the proposed location. This item will be brought back for consideration after a further review.

Resolution: **26-161**

Moved By Councillor West

Seconded By Councillor Woodford

THAT the request from Pudgies Pouterie to operate a food truck on Town-owned property adjacent to the Bennett Drive service road, as identified on Drawing No. 26-1034, be approved subject to all conditions outlined in the permit.

Against (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Defeated (0 to 6)

9.2 Expression of Interest Festival of Flight Bar Services

Two bids were received in response to the Expression of Interest for Event Bar Operations: one from the Adult Ice Elites Synchronized Figure Skating Group for the Kitchen Party bar, and one from the Gander Ladies Softball League for the Gander Day Festival Bar. Both bids proposed a 45/55 net revenue split, with the Town of Gander receiving 55% of net profit.

Resolution: **26-162**

Moved By Councillor West

Seconded By Deputy Mayor Pollett

THAT the Expression of Interest for Event Bar Operations for the 2026 Kitchen Party be awarded to the Adult Ice Elites Synchronized Figure Skating Group based on a 45/55 net revenue split, with the Town of Gander receiving 55%.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

Resolution: **26-163**

Moved By Councillor West

Seconded By Deputy Mayor Pollett

THAT the Expression of Interest for Event Bar Operations for the 2026 Gander Day Festival Bar be awarded to the Gander Ladies Softball League based on a 45/55 net revenue split, with the Town of Gander receiving 55%.

For (6): Mayor Farwell, Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

9.3 Audio Visual Quote

Mayor Farwell declared potential conflict of interest due to family member having a financial interest in Eastern Audio and left Council Chambers at 5:49 pm.

The quotation from Eastern Audio Limited for the provision of audio-visual equipment and production services for the 25th Anniversary 9/11 Commemorative Service is presented for consideration. Management recommends that this procurement be awarded as a sole-source, as Eastern Audio possesses specialized expertise and familiarity with the Steele Community Centre, and there is no reasonable competitive alternative. The cost of the rental is within the approved budget, and funding support is being provided by the Federal Government to offset expenses.

Resolution: **26-164**

Moved By Councillor West

Seconded By Councillor Woodford

THAT quotation #290400026 from Eastern Audio Limited be awarded in the amount of \$62,725.60 HST included, for the provision of AV equipment and production services.

For (5): Councillor Woodford, Councillor Handcock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Conflict (1): Mayor Farwell

Carried (5 to 0)

Mayor Farwell returned to Council Chambers at 5:54 pm.

9.4 Spruce Court Project Close-Out

Administration is recommending the formal close-out of the Spruce Court development agreement, as identified in the attached drawing. This matter has been before the Town for a number of years and the necessary requirements to conclude the agreement have now been completed. Approval of this motion will allow the Town to formally close the file and move forward from a matter that has been outstanding for some time.

Resolution: **26-165**

Moved By Councillor West

Seconded By Councillor Hancock

THAT Council acknowledge that the requirements associated with the Spruce Court Development Agreement have been satisfied and authorize the issuance of a Certificate of Total Completion, thereby formally concluding the agreement, as per Drawing 24-1083R1

For (6): Mayor Farwell, Councillor Woodford, Councillor Hancock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

10. ADJOURNMENT

Resolution: **26-166**

Moved By Councillor Woodford

Seconded By Deputy Mayor Pollett

THAT the meeting be adjourned at 5:57 pm.

For (6): Mayor Farwell, Councillor Woodford, Councillor Hancock, Deputy Mayor Pollett, Councillor Lidstone, and Councillor West

Carried (6 to 0)

P. Farwell, Mayor

A. Oldford, Town Clerk

2026 FESTIVAL OF FLIGHT

July 30 – August 3

Thursday, July 30

10am – Come From Away Market – Fraser Mall
11:30am - Support the Troops – Steele Community Centre
6pm - Opening Ceremonies – Cobb's Pond Rotary Park
6pm – Here to Stay – Gander Curling Club
7pm – Tours by Rhonda Flight and its Allegories Mural Interpretation - Gander International Airport
8pm – Bingo – Gander Elks Lodge
8:30pm – Festival of Flight Trivia – Legends Lounge
10pm - Live Music at the Oasis – Brock and Doc/ Big Dogs/ Bar Oil

Friday, July 31

10am – Come From Away Market – Fraser Mall
11am – 3rd Annual Come From Away Fundraising BBQ – Fraser Mall
11am – International Lounge Scavenger Hunt - Gander International Airport Lounge
12pm – Annual Kids Picnic – Gander International Airport Lawn
1pm – Quilt Show – Fraser Road United Church
2pm - Seniors Tea – Salvation Army Church Hall
4pm – Community BBQ – Gospel Hall
6pm – Deal or No Deal – Quality Hotel and Suites Theatre
10pm - Live Music at the Oasis – Local Smoke

Saturday, August 1

8am – Run From Away – 5k/10K
10am – Festival of Flight Craft Fair – Elks Lodge
10am – COPA Pilots Fly-In - Gander International Airport
10am - Quilt Show – Fraser Road United Church
11am – Flight Storytime – Gander Public Library
11am – High Tea - Gander International Airport Lounge
1pm - Splash Ball – Athletics Field
4pm – Glider Toss – North Atlantic Aviation Museum
6pm – Xheight Zone Glow Party –Xheight Zone
6pm – Demolition Derby Show and Shine – Carr Cres.
8:30pm - Kitchen Party – Steele Community Centre
10:30pm - Live Music at the Oasis – Skew

Sunday, August 2

12:30pm – Demolition Derby – Raynham Derby Site
6pm – Here to Stay – Gander Curling Club
6pm - World on a Plate- Gander International Airport Lounge

Monday, August 3

8am – Gander and Area Chamber of Commerce Community Breakfast– Steele Community Centre
2pm - Gander Day MusicFest – Cobb's Pond Rotary Park
Dusk – Drone Show – Cobb's Pond Rotary Park
10:30pm - Live Music at the Oasis – The Nowhere Boys

PROPERTY TAX REDUCTION APPROVAL FORM

Department: Corporate Services
Submitted By: Kelly Hiscock
Date Submitted: July 2026

ELIGIBILITY VERIFICATION

- ☒ Applicants are the registered owners of the residential property.
- ☒ Total household income verified based on supporting documents.
- ☒ Reduction applies to the current tax year based on the previous year's income.
- ☒ Estimated household income for the current year has been provided.

Property Tax Reductions - Residential - Year 2026				
Roll Number	2026 Property Tax	% of Reduction	Amount of Reduction	Revised 2026 Taxes
034000180000	\$ 2,074.40	15	\$311.16	\$ 1,763.24
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$
	\$		\$	\$

MINUTE

The Committee reviewed 9 application(s) for residential property tax reduction that met the Council's policy based on income criteria. The total amount to be adjusted is \$311.16. Since the beginning of 2026, the Town of Gander has issued 26 property tax reductions totaling \$20,875.80, as attached.

MOTION

The Committee recommends, and I move, that the property tax reduction(s) be approved as presented.

REVIEW AND APPROVAL

Does the CAO Recommend Approval?

☐ Yes ☐ No

Approved for Inclusion in Agenda?

☐ Yes ☐ No

Comments (if any)



2026-2029

Strategic Plan

Growing with Purpose



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Mayor's Message

GROWING WITH PURPOSE, TOGETHER

On behalf of Gander Town Council, I am pleased to present the Town of Gander's 2026–2030 Strategic Plan: Growing with Purpose.

Gander has always been a community shaped by connection. We are connected by our history, by our role as a regional hub, by our airport and transportation links, by our service to surrounding communities, and by the people who choose to live, work, visit, and invest here.

As we look ahead, our community is facing both exciting opportunities and real pressures. Housing, recreation, transportation, tourism, economic development, service delivery, and infrastructure all require thoughtful planning and responsible decisions.

This plan sets out Council's priorities for the next four years. It is focused, practical, and grounded in what matters most: supporting quality of life, strengthening our economy, modernizing how we serve residents, and making sure our decisions are financially sustainable.

We know we cannot do everything at once. But we can be clear about where we are going, how we will measure progress, and how we will work together to get there.



Council is committed to working closely with administration, residents, businesses, community organizations, regional partners, and other levels of government to move these priorities forward.

Gander has room to grow, and this plan will help ensure we grow with purpose.

A handwritten signature in black ink, reading "P. Farwell".

Mayor Percy Farwell
Town of Gander

Gander's Town Council

2025-2029

Gander Town Council sets the strategic direction for the municipality and works with administration to advance the priorities outlined in this plan.



Message from the CAO

TURNING PRIORITIES INTO ACTION

The 2026–2030 Strategic Plan provides clear direction for the organization and establishes the priorities that will guide our work over the next four years.

For administration, the value of a strategic plan is in how it is implemented. This plan will be connected to departmental work plans, annual budgets, capital planning, service improvements, reporting, and performance measurement. It will help ensure that staff time, financial resources, and organizational capacity are aligned with Council's priorities.

This plan also recognizes that the Town must continue to modernize how we work. Residents expect municipal services to be accessible, responsive, and easy to understand. Council and the public expect decisions to be informed by data, financial realities, and clear reporting. Staff need the tools, structure, and support to deliver services effectively.

The Town's implementation approach includes regular priority review, budget and work plan alignment, progress updates, and annual reporting to Council. These practices will help keep the plan active, practical, and accountable throughout the full term.



This is a practical plan for a growing community. It reflects ambition, but also discipline. It recognizes the importance of partnerships, service excellence, and responsible administration.

We look forward to working with Council, staff, residents, and partners to deliver on these priorities.

Brad Hefford
Chief Administrative Officer
Town of Gander

Building on Progress

HONOURING PROGRESS, SHARPENING PRIORITIES

Before developing the 2026–2030 Strategic Plan, the Town reviewed its previous strategic plan to assess progress, confirm what had been completed, and identify which priorities remained relevant for the years ahead.

That review showed that significant progress had been made. It also confirmed that many of the Town’s existing priorities continue to matter to residents, Council, and the organization. Rather than starting over with an entirely new plan, the Town chose to build on the work already underway.

To support this process, the Town engaged Municipal Management Advisors to work with Council and senior administration on a strategic plan refresh. The purpose of the refresh was to validate the Town’s existing direction, identify emerging opportunities and pressures, and develop a clear implementation roadmap for 2026–2030.

The result is a focused plan that reflects both continuity and progress. It carries forward the priorities that remain important, while sharpening the actions, timelines, and performance measures needed to guide decision-making over the next four years.



Our Direction

VISION

Gander is a welcoming, connected, and forward-looking community where people belong, opportunity grows, and quality of life is supported.

MISSION

The Town of Gander provides responsible, inclusive, and responsive municipal services that support quality of life, community pride, economic opportunity, and a safe, healthy, and welcoming environment for all our residents.

We work with residents, businesses, community organizations, and partners to plan for the future, strengthen our community, and support Gander's continued growth.



Our Values



We believe in:

ACCOUNTABILITY

We are responsible and accountable for our actions. We follow up and follow through.

INNOVATION

We maintain open minds to foster creativity and better ways of accomplishing objectives.

DIVERSITY

We value diversity and inclusion in all that we do, think and pursue.

AGILITY

We strive to engage our residents and respond in a timely manner. We are flexible to address the ever-changing priorities of our community.

INTEGRITY

We promote trust, honesty and respect in our relationships. We are consistent, empathetic and fair.

TEAMWORK

We work together as a community and engage others to maximize our strengths and pursue opportunities for growth.

Guiding Principles

These guiding principles outline the foundation for all the work we do and act as a decision making lens as we work toward our vision.



RESPONSIBLE GROWTH

We will support growth in a way that is planned, financially responsible, and aligned with Gander's long-term community needs.

RESIDENT-FOCUSED SERVICE

We will design services around the needs of residents, businesses, visitors, and community partners, making it easier to access information, complete transactions, and connect with the Town.

STRONG PARTNERSHIPS

We will work with partners to advance shared priorities, improve services, and create opportunities that benefit Gander.

PRACTICAL INNOVATION

We will modernize services, use data, improve processes, and adopt new tools where they help us make data-driven decisions and serve the community better.

COMMUNITY BELONGING

We will support a welcoming, inclusive, and connected community where people feel they belong and can participate in community life.

CONNECTED DECISION-MAKING

We recognize that municipal priorities do not operate in silos. We will take a connected, cross-departmental, and partnership-based approach to planning and decision-making so that projects and services can support multiple community objectives wherever possible.

Strategic Framework

FIVE PRIORITIES TO GUIDE DECISION-MAKING FROM 2026 TO 2030

Council and senior administration identified five strategic pillars to guide municipal decision-making during the 2026–2030 period. Each pillar contains strategic priorities supported by key actions and key performance indicators to support monitoring and accountability.

Community Recreation and Wellness

Supporting a healthy, active, and connected community through recreation, wellness, facilities, programs, and partnerships.

Mobility and Transportation

Improving mobility and accessibility to better serve residents, workers, and visitors.

Economic Development and Tourism

Positioning Gander to attract and support sustainable economic activity, tourism, investment, and events.

Organizational Excellence and Strategic Advocacy

Ensuring the Town remains modern, responsive, accountable, and aligned with community priorities.

Housing Availability and Community Needs

Supporting appropriate housing development and clarifying the Town's role in housing and related community needs.

Together, these pillars provide a focused roadmap for Council and administration. They reflect community needs, emerging opportunities, organizational capacity, and the financial realities facing the Town.

Pillar 1

COMMUNITY RECREATION AND WELLNESS

Council is committed to supporting a healthy, active, and connected community by investing in recreation and wellness opportunities that enhance quality of life and contribute to economic vitality.

Strategic Priorities

CRW-01: Develop and sustain recreation and wellness programs, facilities, and services.

Develop and sustain a range of recreation and wellness programs, facilities, and services that meet the needs of residents across all ages and abilities.

CRW-02: Advance planning for major recreation infrastructure.

Advance planning and decision-making for major recreation infrastructure, including a multipurpose recreation facility, with clear milestones and financial sustainability considerations.

CRW-03: Strengthen recreation and wellness partnerships.

Strengthen partnerships with community groups, institutions, and regional organizations to maximize program delivery and shared use of facilities.

CRW-04: Align recreation and wellness investments with broader community objectives.

Align recreation and wellness investments with broader community objectives, including tourism, events, and economic development.

Key Actions

- Review the community recreation and wellness needs assessment, including programs, facilities, gaps, and demographics, to ensure it remains relevant and consistent with other Council plans.
- Advance a business case and staged decision framework for major recreation infrastructure, including capital and operating considerations for a multipurpose facility.
- Formalize shared-use agreements with schools, institutions, and community organizations.
- Coordinate recreation planning with events, tourism, and sport hosting strategies.

How We Will Measure Progress

- Percentage of residents reporting satisfaction with recreation and wellness opportunities.
- Participation rates in Town-supported recreation programs by age group.
- Number of active partnerships or shared-use agreements.
- Council decision milestones achieved for major recreation infrastructure.
- Number of sport or wellness-related events hosted annually.

Pillar 2

MOBILITY AND TRANSPORTATION

Council will work to improve mobility and accessibility across the community to better serve residents, workers, and visitors.

Strategic Priorities

MT-01: Confirm community and user mobility needs.

Confirm community and user needs, including accessibility and equity considerations (e.g. different age groups)

MT-02: Assess the feasibility of transit and other mobility options.

Assess the feasibility of transit and other mobility options that could better serve residents, workers, and visitors.

MT-03: Identify sustainable funding and delivery models.

Identify sustainable funding and delivery models for future mobility improvements.

MT-04: Integrate active transportation with transit and other modes.

Integrate the active transportation system with transit and other modes of transportation.

Key Actions

- Review existing studies related to community mobility and accessibility.
- Engage a consultant to develop a feasibility study for transit in Gander.
- Guided by the consultant's report, pilot low-cost or flexible transit and mobility options, such as on-demand, seasonal, or event-based service.
- Develop a long-term active transportation and mobility integration plan.
- Identify potential regional or provincial funding partnerships for new assets or programs.
- Improve connectivity between active transportation routes and key destinations.

How We Will Measure Progress

- Completion of the review of the mobility and accessibility needs assessment.
- Engagement of the transit consultant.
- Percentage of population within walking distance of active transportation routes.
- Ridership or usage levels for pilot mobility services.
- Accessibility compliance rate for Town-owned transportation assets.
- External funding secured for mobility initiatives.
- Reduction in reported transportation barriers through survey-based feedback.

Pillar 3

ECONOMIC DEVELOPMENT AND TOURISM

Council will position the Town to attract and support sustainable economic activity by clarifying the municipal role in economic development and using data-informed decision-making.

Strategic Priorities

EDT-01: Define the Town's role in economic development.

Clearly define the Town's role in economic development, including how it partners with business, regional agencies, and other levels of government.

EDT-02: Use data and market intelligence to support decisions.

Use data and market intelligence to inform economic development, tourism, and land-use decisions.

EDT-03: Ensure land is available to support development.

Ensure sufficient, appropriately serviced land is available to support residential, commercial, and industrial development. The Town will also identify public, private, provincial, and regional partnerships that can help advance land readiness and support future growth.

EDT-04: Leverage sports tourism, events, and major facilities.

Leverage sports tourism, events, and major facilities to attract visitors and economic activity.

EDT-05: Support retail growth and retention.

Support retail growth and retention that strengthens the local commercial base.

EDT-06: Increase hotel and accommodation usage.

Enhance strategies to increase hotel and accommodation usage, including during traditional off-season periods.

EDT-07: Prepare for emerging sector opportunities.

Prepare the Town to respond to and capitalize on potential opportunities in sectors such as mining, defence, military, and aerospace, as opportunities arise.

Key Actions

- Develop a clear economic development role statement for Council approval.
- Develop an Economic Development Strategic Plan.

- Establish an economic and tourism data dashboard, including land availability, permits, visitation, and accommodation indicators.
- Maintain a current inventory of serviced and serviceable land.
- Strengthen sports tourism and event attraction efforts aligned with facilities.
- Work with businesses to develop retail retention and attraction strategies.
- Collaborate with regional and senior governments to monitor and prepare for opportunities in mining, defence, military, and aerospace.

How We Will Measure Progress

- Council adoption of an economic development role and framework.
- Amount of serviced land available for development by category.
- Number and value of development permits issued annually.
- Hotel occupancy rates, seasonal and annual where available.
- Number of major events hosted annually.
- External investment inquiries or prospect leads.
- Tourism visitation or spending indicators, where available.

Pillar 4

ORGANIZATIONAL EXCELLENCE AND STRATEGIC ADVOCACY

Council will ensure that the municipal organization remains modern, responsive, and aligned with community priorities.

Strategic Priorities

OESA-01: Align organizational structure and capacity with strategic priorities.

Align organizational structure and capacity with economic development, tourism, and broader strategic objectives.

OESA-02: Implement a performance management framework.

Implement a performance management framework, including mandate letters for the CAO and direct reports to the CAO.

OESA-03: Strengthen relationships with community partners.

Strengthen relationships with community partners to support shared priorities and coordinated action.

OESA-04: Advocate with other levels of government on key priorities.

Advocate with other levels of government on key priorities, including infrastructure and program funding, partnerships with local defence and military presence, improved air services,

OESA-05: Expand data-driven decision-making and appropriate technology use.

Expand the use of data-driven decision-making and emerging technologies, including AI, where appropriate.

Key Actions

- Regularly update Council on the status of the Strategic Plan.
- Review and align organizational structure and resources with strategic priorities.
- Implement a mandate letter from Council to the CAO to establish annual expectations.
- Implement annual mandate letters for direct reports to the CAO.
- Establish a formal advocacy agenda approved by Council.
- Strengthen relationships with provincial and federal departments, local defence and military leadership, airport partners, and transportation stakeholders.
- Expand the use of data, dashboards, and appropriate AI tools to support decision-making.
- Create developmental assignments for staff as a way to complete special assignments and provide growth opportunities for employees.

• How We Will Measure Progress

- Annual Council mandate letter for the CAO completed and reviewed.
- Annual mandate letters for senior leadership completed.
- Percentage of strategic initiatives with assigned accountability.
- Number of formal advocacy meetings with senior governments.
- External funding secured annually.
- Staff engagement and retention indicators.
- Number of decisions supported by data or performance reporting.
- Reduction in time to complete key internal processes.
- Number of developmental assignments.

Pillar 5

HOUSING AVAILABILITY AND COMMUNITY NEEDS

Council will support appropriate housing development and clarify the Town's role in addressing housing challenges in partnership with other governments and organizations.

Strategic Priorities

HACN-01: Define the Town's role in housing and related community needs.

Clearly define the Town's role in housing and related social issues, including affordable housing, within its legislative authority and financial capacity.

HACN-02: Address barriers that affect housing development.

Identify and address regulatory, servicing, and process-related barriers that affect housing development.

HACN-03: Work with partners on housing programs and funding.

Work collaboratively with federal, provincial, and non-profit partners to optimize access to housing programs and funding.

HACN-04: Ensure land is available to support a range of housing types.

Ensure sufficient and appropriately planned land is available to support a range of housing types.

Key Actions

- Develop a Council-approved statement defining the Town's role in housing and social issues.
- Review planning, zoning, and approval processes to remove unnecessary barriers.
- Maintain an up-to-date housing and land capacity inventory.
- Actively partner with provincial, federal, and non-profit organizations.
- Align housing enablement efforts with workforce and economic development needs.

How We Will Measure Progress

- Council adoption of a housing and community role statement.
- Number of housing units approved and constructed annually by type.
- Average development approval timelines.
- Amount of senior government housing funding accessed.
- Percentage of residential land serviced or serviceable.
- Workforce-related housing gaps identified and addressed over time.

Performance Monitoring Framework

TRACKING PROGRESS AND STAYING ACCOUNTABLE

Implementation progress will be tracked through a combination of Key Performance Indicators and Key Outcome Indicators. Progress will be monitored through annual departmental work plans, quarterly internal progress reviews, and annual strategic progress reports to Council.

How Progress Will Be Monitored

Annual Departmental Work Plans

Departments will align work plans with the strategic pillars, key actions, and annual budget.

Quarterly Internal Progress Reviews

Administration will review progress, identify risks, and adjust work as needed.

Annual Strategic Progress Reports to Council

Council will receive an annual update on implementation progress, performance indicators, completed actions, challenges, and next steps.

The Town will track strategic progress using a dashboard framework. This will help Council, administration, and the public understand the status of major initiatives over the life of the plan.

Next Steps

KEEPING THE PLAN ACTIVE

Following adoption of the 2026-2030 Strategic Plan, the Town will focus on implementation, monitoring, and reporting.

Immediate Next Steps

- Integrate priorities into departmental work plans.
- Align priorities with the Town's annual budget and capital planning process.
- Implement the performance monitoring framework.
- Report progress to Council on an annual basis.

This approach will help ensure the Strategic Plan remains practical, visible, and connected to the work of the organization.

Closing

The 2026–2030 Strategic Plan provides a practical roadmap for Gander’s next four years.

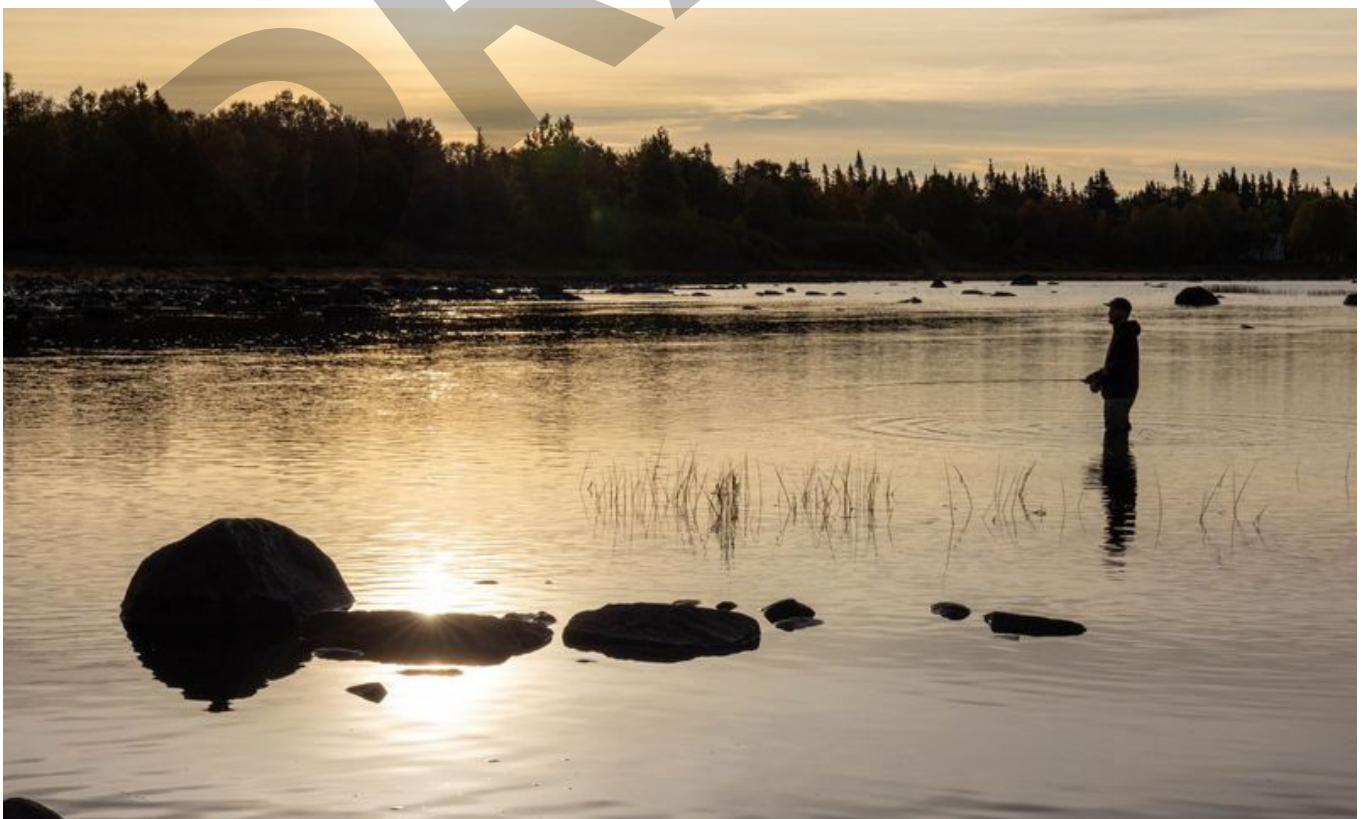
It recognizes that Gander is growing, and that growth must be guided by clear priorities, responsible decision-making, and a strong understanding of community needs. Through five strategic pillars; community recreation and wellness, mobility and transportation, economic development and tourism, organizational excellence and strategic advocacy, and housing availability and community needs, the plan sets a focused direction for Council and administration.

This plan connects priorities to action. It links strategic direction with work plans, budgets, capital planning, partnerships, performance measures, and annual reporting.

Most importantly, it is intended to remain active and visible. It will guide the decisions, investments, relationships, and service improvements that shape Gander from 2026 to 2030.

Gander has a strong foundation, a powerful story, and significant opportunity ahead.

This plan is about building on that foundation and working together to ensure Gander continues to grow with purpose.





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Customer Service Strategy

2026–2029

Adopted by Gander Town Council

July 15, 2026

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Executive Summary

Customer service is one of the most visible ways residents experience local government. Every interaction, whether reporting a concern, applying for a permit, paying a bill, registering for a program, or seeking information, shapes public confidence in the Town and the quality of the services it provides.

The Town of Gander has taken important steps to improve the customer experience through the implementation of Contact Gander and Microsoft Dynamics 365 Customer Relationship Management (CRM) and Case Management. Together, these initiatives provide a stronger foundation for managing customer interactions, improving coordination, and supporting continuous improvement.

Building on this foundation, this strategy establishes a clear roadmap for strengthening Contact Gander, modernizing development services, expanding digital service options,

improving access to information, and using performance measurement to guide ongoing improvements.

Delivering excellent customer service is a shared responsibility. Success will depend on collaboration across departments, a commitment to continuous improvement, and a focus on designing services around the needs of residents.

Why This Strategy Matters

A MODERN APPROACH TO CUSTOMER SERVICE

Historically, residents interacted directly with individual departments. While departments delivered services effectively, the customer experience often depended on knowing who to contact, understanding internal processes, and navigating multiple points of service.

Across Canada, municipalities are increasingly adopting centralized customer service models to improve accessibility, strengthen coordination, and create a more consistent customer experience.

Recognizing these changing expectations, the Town established Contact Gander as a centralized customer service centre designed to simplify access to municipal services.

Contact Gander reflects a shift toward a more connected, coordinated, and resident-focused approach to customer service.

Building on this foundation, the Town will continue improving how residents access services by simplifying processes, expanding digital options, improving communication, and making better use of technology.

This strategy provides the framework for that work and supports a more connected, accessible, and resident-focused municipal service experience.



Mission

To deliver accessible, responsive, and consistent customer service while continually improving how residents connect with the Town.

Guiding Principles

PUT RESIDENTS FIRST

Residents are at the centre of how we design and deliver services.

MAKE SERVICES EASY TO ACCESS

Services should be simple to find, understand, and access through multiple channels.

WORK TOGETHER

Providing excellent customer service is a shared responsibility across the organization.

COMMUNICATE CLEARLY

We communicate in plain language and keep customers informed throughout the service process.

KEEP IMPROVING

We continually review our services, processes, and technology to identify opportunities for improvement.

THE CUSTOMER JOURNEY

How we work together to deliver great service.



Strategic Priorities

PRIORITY 1

Strengthen Contact Gander

Strategic Outcome

Residents experience a consistent, responsive, and seamless customer experience regardless of how they interact with the Town.

As the Town's centralized customer service centre, Contact Gander will continue to strengthen how customer inquiries, service requests, and information are managed across the organization. By improving coordination, standardizing practices, and expanding the use of digital tools, the Town will provide a more connected and consistent customer experience.

Key Actions

- Continue expanding the use of Microsoft Dynamics 365 CRM and Case Management.
- Improve customer request management and internal workflows.
- Develop Customer Service Standards.
- Create a corporate customer service knowledge base.
- Review municipal services to identify opportunities for centralized customer service delivery through Contact Gander.
- Enhance reporting, analytics, and performance monitoring.

PRIORITY 2

Simplify the Development Experience

Strategic Outcome

Development and building permit services are clear, consistent, and easier to access for residents, businesses, and staff.

The Town will simplify the permit process by creating a standard application package, improving information and guidance, implementing the Town's existing permit software, and expanding digital permit services where practical.

Key Actions

- Review and modernize the development and building permit application process.
- Develop a standardized development and building permit application package to simplify submissions and clearly communicate application requirements.
- Implement and optimize the Town's existing permit management software.
- Improve communication and guidance throughout the permitting process, including application updates and customer support.
- Expand digital permit services to enable online permit applications where practical.

PRIORITY 3

Improve Access to Services

Strategic Outcome

Residents can conveniently access municipal services anytime and through the channel that best meets their needs.

Digital services improve convenience while supporting more efficient service delivery. The Town will continue expanding digital options that make it easier to complete transactions, submit applications, and access information online.

Key Actions

- Implement online payment services.
- Expand online forms for municipal services.
- Review and standardize public-facing forms and applications.
- Improve the organization and navigation of service information on the Town website.
- Identify and implement additional digital services that improve customer access.

PRIORITY 4

Increase Awareness of Town Services

Strategic Outcome

Residents have timely, accurate, and easy-to-understand information about Town services, programs, grants, and opportunities.

Customer service begins before someone contacts the Town. By improving communication, simplifying information, and increasing awareness of available services, the Town will help residents find what they need more quickly and make informed decisions.

Key Actions

- Improve information about Town services.
- Improve promotion of Town services, programs, and initiatives.
- Increase awareness of grants, subsidies, and municipal supported opportunities.
- Improve accessibility and plain language across customer-facing information.
- Develop consistent service guides and application information.

PRIORITY 5

Foster a Culture of Continuous Improvement

Strategic Outcome

Customer feedback, performance information, and collaboration are used to continually improve how the Town delivers services.

Providing excellent customer service requires ongoing evaluation and adaptation. The Town will use performance data, customer feedback, and employee collaboration to identify opportunities for improvement and ensure services continue to evolve alongside community needs.

Key Actions

- Monitor customer satisfaction and feedback.
- Measure Microsoft Dynamics 365 activity and service trends.
- Track response and resolution times.
- Monitor digital service adoption.
- Report progress to Council twice annually

SERVICE MODERNIZATION ROADMAP

Status	Initiative
Complete	Contact Gander established
Complete	Microsoft Dynamics 365 CRM and Case Management
In Progress	Expand Microsoft Dynamics 365
In Progress	Permit management software implementation
In Progress	Development and building permit modernization
In Progress	Online payments
In Progress	Standardize public-facing forms and applications
In Progress	Expand online forms
Future	Expanded digital self-service opportunities

Performance Framework

CUSTOMER EXPERIENCE

- Customer satisfaction
- Customer feedback
- Number and type of customer inquiries

SERVICE DELIVERY

- Response times
- Case resolution times
- Microsoft Dynamics 365 reporting
- Online payment usage
- Online form submissions

CONTINUOUS IMPROVEMENT

- Employee training
- Digital service adoption
- Service improvements completed
- Progress on strategic initiatives

Administration will review these measures regularly and report progress to Council bi-annually.

Governance

Delivering excellent customer service is a shared responsibility across the organization.

Contact Gander serves as the primary point of contact for many customer interactions; however, every department contributes to the overall customer experience.

Implementation of this strategy will be coordinated by Contact Gander in collaboration with service departments across the organization.

Administration will monitor implementation, evaluate progress, and report to Council on the advancement of this strategy, ensuring customer service continues to evolve alongside community needs and organizational priorities.

Implementation Roadmap

2026

- Adopt Customer Service Strategy.
 - Expand Microsoft Dynamics 365 Case Management
 - Develop Customer Service Standards.
 - Implement online payment services.
 - Expand online forms.
 - Begin permit modernization initiatives.
 - Review services to identify opportunities for centralized customer service delivery through Contact Gander.
-

2028–2029

- Continue expanding digital services.
- Improve customer self-service opportunities.
- Review customer feedback and performance.
- Update the strategy based on results and emerging priorities.

2027

- Implement permit management software.
- Complete development and building permit process review.
- Standardize public-facing forms and applications.
- Expand digital services.
- Improve reporting and analytics.

Looking Ahead

The Town of Gander is committed to continually improving how residents access municipal services.

Every improvement we make, whether it is expanding Contact Gander, enhancing Microsoft Dynamics 365, implementing online payments, modernizing permit services, or simplifying forms, helps create a better experience for the people we serve.

As the Town continues to grow and evolve, so too will the way we deliver services. By investing in people, processes, technology, and collaboration, the Town of Gander is creating a customer service experience that is simpler, more connected, and easier to access, ensuring residents can interact with their local government with confidence today and into the future.