



NEW RESIDENT GUIDE



WE CAN HELP: AT THE RANCHEHOUSE

- Register for utility accounts: water and sewer, waste, recycling and organics collection
- Register pets and pay for pet licensing
- Register and pay for business licences
- Apply for building or development permits
- Arrange safety code inspections
- Pay annual property taxes or set up tax installment payment plan
- Pay Accounts Receivable invoices

Main Town Administrative Office

Phone 403-851-2500 | Fax 403-932-6032

Office Location/Mailing Address

Cochrane RancheHouse
101 RancheHouse Rd.
Cochrane, AB T4C 2K8

Office Hours

Monday-Friday, 8:30am-4:30pm

WE CAN HELP: COCHRANE.CA

- Sign up for email or text message “Notify Me” announcements about events, RFP opportunities, emergency alerts and more
- Check Council meeting agendas and minutes
- Search job opportunities
- Find contact info for the Mayor, Council member or specific Town business unit
- Search the current tax roll and property assessments
- Register for Town programs and activities
- View your Town of Cochrane accounts and make payments:
 - Accounts receivable
 - Animal licences
 - Business licences
 - Property tax account inquiries
 - Utility accounts

WE CAN HELP: MY COCHRANE APP

- Sign up for email or text message “Notify Me” announcements about events, RFP opportunities, emergency alerts and more
- View Event Calendars
- Search job opportunities
- Find answers to Frequently Asked Questions



WELCOME TO COCHRANE!

You're going to love living in Cochrane.

This community started as a rural centre, serving nearby ranching families and a variety of industries. We're now home to over 26,000 people and growing, but we've managed to maintain the neighbourly, hometown feeling that makes us continue to thrive.

We are also a place where new technologies are flourishing, alongside unique traditional businesses. Cochrane is a great place for businesses and families, where everyone can enjoy the freedom to explore, experiment, experience, excel and expect the most out of every day.

The Town of Cochrane has some of the finest municipal services you will find in the world:

- One of the world's best waste management and recycling programs
- Water treatment that provides pristine, Bow River drinking water
- Programs for youth, seniors, families and those with special needs
- Top-notch recreational facilities and well-maintained parks
- Community policing for a safe and healthy environment
- Exceptional emergency services and prevention programs
- First class attractions and facilities

We hope you will feel welcome, find friends and become an active part of our community. This publication will help you find all the services you need to get settled.

Welcome home to Cochrane.

A handwritten signature in black ink, appearing to read 'Jeff Genung', with a long, sweeping flourish extending to the right.

Mayor Jeff Genung

TOWN COUNCIL

Cochrane's Council is the elected governing body of the Town of Cochrane. Council sets public policy and direction, adopts bylaws and sets strategic priorities for municipal staff. Together they are responsible for establishing corporate policy and setting strategic priorities. The Mayor is the chief elected official. The Deputy Mayor position is appointed to each Councillor on a rotation.

The Mayor and six Council members are elected every four years. The current Council was elected October 16, 2017; the next municipal election is October 18, 2021.

Council meetings are held at the Cochrane RancheHouse on the second and fourth Monday of each month (Council meets only once in July, August and December).

All Council meetings are open to the public. There are also opportunities for members of the public to participate in Council Committees and other volunteer events and organizations.

More: cochrane.ca/Council



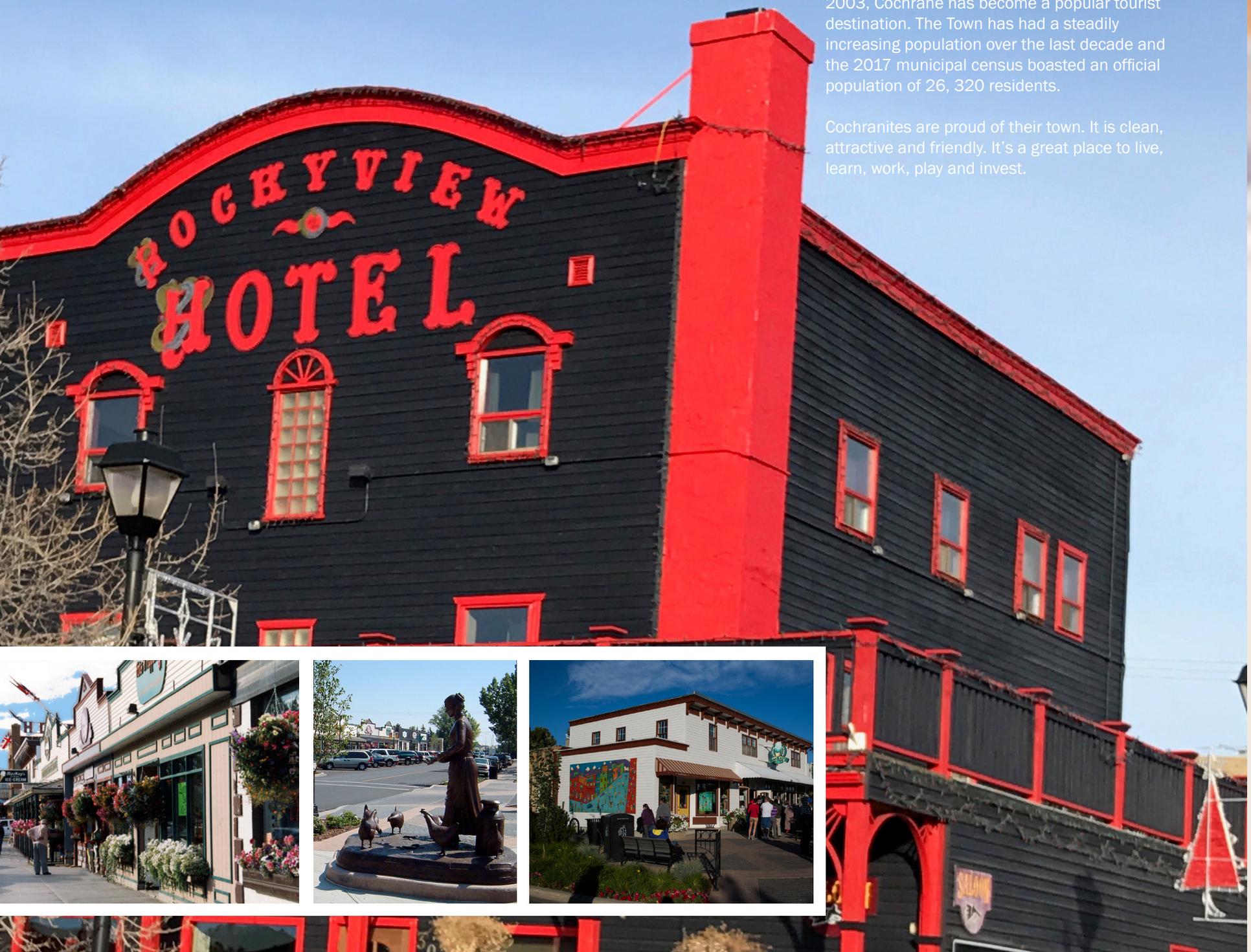
ABOUT COCHRANE

Cochrane was named after Senator Matthew Henry Cochrane, the man who established the Cochrane Ranche in 1881. The Canadian Pacific Railway granted the town site in 1885 and named it in honour of Senator Cochrane, but few people made Cochrane their home despite the surrounding ranching population.

The little hamlet of Cochrane became a village in 1903 and in 1906 had a population of 158 residents. In 1971, the community was incorporated as a town with a population exceeding 800.

Today, Cochrane is still noted for its western heritage, unique buildings and popular Main Street, as well as its small-town hospitality. With the completion of the downtown revitalization and celebration of the Town's centennial in 2003, Cochrane has become a popular tourist destination. The Town has had a steadily increasing population over the last decade and the 2017 municipal census boasted an official population of 26,320 residents.

Cochranites are proud of their town. It is clean, attractive and friendly. It's a great place to live, learn, work, play and invest.



CONNECTING SERVICES

Water, Sewer, Waste, Recycling and Organics Collection

Town of Cochrane | 403-851-2521 | cochrane.ca

Electrical Power

Epcor (provider) | 403-310-4300 | epcor.ca
Enmax (provider) | 403-310-2010 | enmax.com
FortisAlberta (distributor only) Contact for power outages, burnt-out street lights
403-310-9473 | fortisalberta.com

Natural Gas

Direct Energy (provider) | 1-866-420-3174
directenergyregulatedservices.com
Enmax (provider) | 403-310-2010 | enmax.com
Atco gas (distributor only) Contact for gas disruptions
403-310-5678 | atcogas.ca

For information on deregulated energy providers, call toll free 310-4455 or visit customerchoice.gov.ab.ca

Telephone, Cable and Internet

Telus | 403-310-2255 | telus.com
Shaw | 403-716-6000 | shaw.ca

Canada Post

Mailbox key pick up
185 First St E | 403-932-5828



COCHRANE AND AREA SCHOOLS

Elementary/middle schools

Bearspaw School (K-8)
253210 Bearspaw Rd, Calgary
403-239-9607 | bearspaw.rockyview.ab.ca

Cochrane Christian Academy (K-8)
110 Quigley Dr, Cochrane
403-932-5177 | cca.rockyview.ab.ca

École Elizabeth Barrett Elementary School* (K-4)
605 Fourth Ave N, Cochrane
403-932-3151 | barrett.rockyview.ab.ca

École Manachaban Middle School* (5-8)
724 Chiniki Dr, Cochrane
403-932-2215 | manachaban.rockyview.ab.ca

Fireside School (K-7)
121 Fireside Way, Cochrane
403-945-4023 | fireside.rockyview.ab.ca

Rocky View Schools unless marked: *RVS French immersion, **Catholic, ***Conseil scolaire FrancoSud

Glenbow Elementary School (K-5)
55 Glenpatrick Rd, Cochrane
403-932-4922 | glenbow.rockyview.ab.ca

Holy Spirit School** (K-6)
129 Powell St, Cochrane
403-932-2433 | cssd.ab.ca/holyspirit

Mitford School (K-8)
110 Quigley Dr, Cochrane
403-932-4457 | mitford.rockyview.ab.ca

École Notre-Dame des Vallées*** (K-8)
132 Quigley Dr, Cochrane
403-851-0244 | ndv.cscfsa.ab.ca

RancheView School (K-7)
2 Sundown Rd, Cochrane
403-945-4136 | rancheview.rockyview.ab.ca

Westbrook School (K-8)
RR#1, Cochrane
403-932-5443 | westbrook.rockyview.ab.ca

High schools

Bow Valley High School (9-12)
2000 River Heights Dr, Cochrane
403-932-9005 | bowvalley.rockyview.ab.ca

Cochrane High School* (9-12)
529 Fourth Ave N, Cochrane
403-932-2542 | cochrane.rockyview.ab.ca

St. Timothy School** (7-12)
501 Sunset Drive, Cochrane
403-500-2106 | cssd.ab.ca/sttimothy

Other

RVS Community Learning Centre (1-12)
127, 213 First St W, Cochrane
403-932-6131 | rvsclc.rockyview.ab.ca

RVS Online School (10-12)
2651 Chinook Winds Dr SW, Airdrie
403-945-4035 | online.rockyview.ab.ca

FACILITY LOCATIONS

Cochrane Eco Centre

50 Griffin Industrial Pt | 403-851-2277

Cochrane Ranch Historic Site

Highway 1A, east of Highway 22

Cochrane RancheHouse

(Town Administration Office, Council Chambers)

101 RancheHouse Rd | 403-851-2500

Family & Community Support Services (FCSS)

209 Second Ave W | 403-851-2250

Nan Boothby Memorial Library

405 Railway St W | 403-932-4353

Parent Link Centre

127 First Ave W | 403-851-2256

Recreation, Culture and the Arts

101 RancheHouse Rd | 403-851-2534

Seniors on the Bow Centre

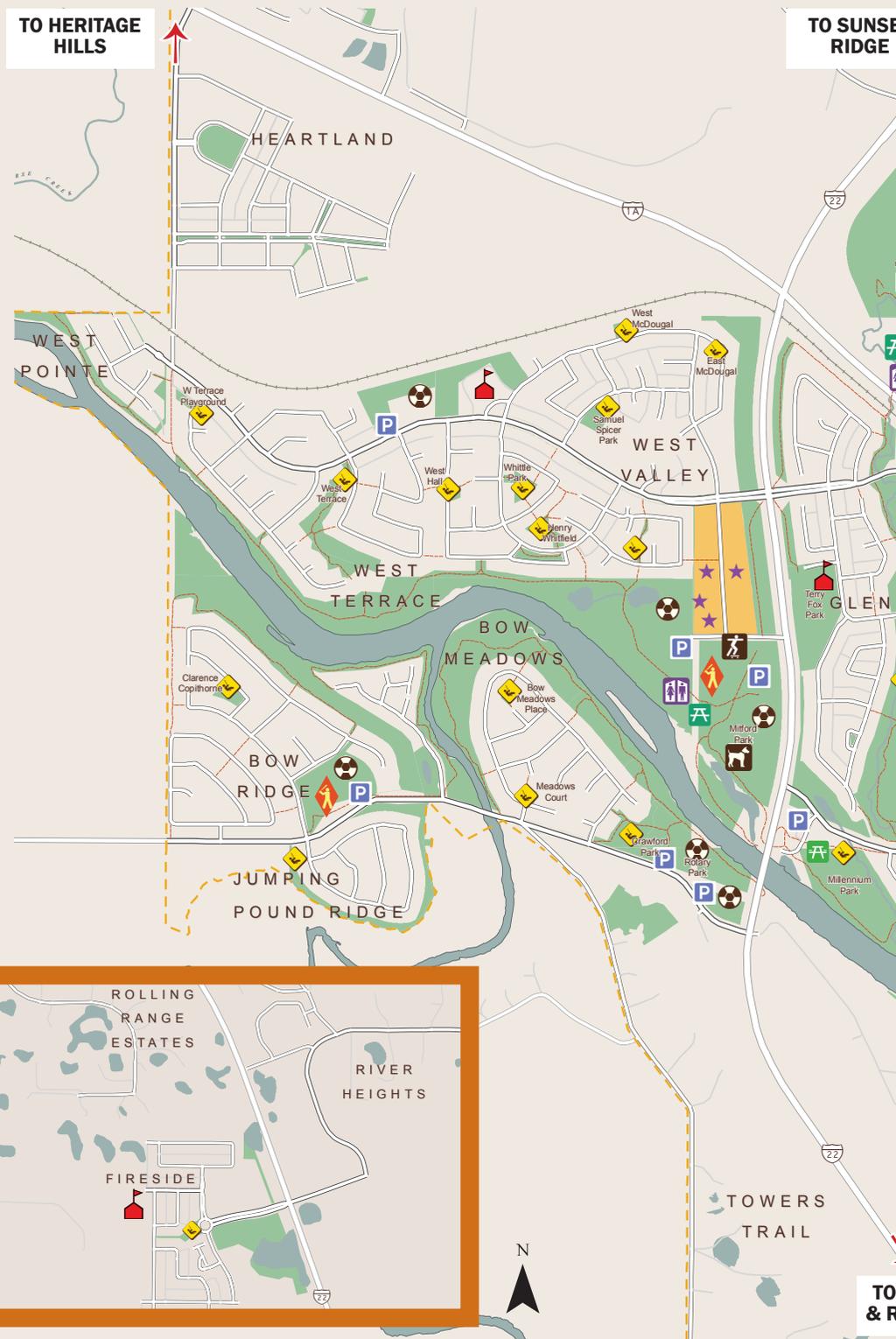
Upstairs, 800 Griffin Rd E | 403-932-6002

Spray Lake Sawmills Family Sports Centre

800 Griffin Rd E | 403-932-1635

Visitor and Resident Information Centre

521 First St W | 403-851-2960



	RINK		PLAYGROUND		PICNIC AREA
	BASEBALL		GOLF COURSE		HEALTH SERVICES
	CAMP GROUND		INFORMATION		SCHOOL
	DOG OFF-LEASH AREA		PARKING		SKATEBOARD PARK

The Town of Cochrane provides this information in good faith but it provides no warranty, nor accepts any liability arising from any incorrect, incomplete or misleading information or its improper use. This information may be updated on a daily basis as changes occur. Date: 07/27/2016



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|--------------|----------------------|--------------|------------------|--------------------|
| SOCCER | TRAIL | LIBRARY | ECO CENTRE | WEST SIDE SERVICES |
| SWIMMING | HOTELS | FIRE STATION | CENTENNIAL PLAZA | HISTORIC DOWNTOWN |
| TENNIS COURT | RODEO GROUNDS | CURLING | FRANK WILLS HALL | COMMERCIAL |
| WASHROOM | MEN OF VISION STATUE | | | |



LIVING IN COCHRANE

Animal Licensing

All dogs and cats over three months old must have a current pet licence.

Fees (subject to change):

Dog: neutered male/spayed female \$30 (unaltered \$60)

Cat: neutered male/spayed female \$15 (unaltered \$40)

Replacement license \$5

Manage your pet's licence by signing up for email billing, change of address, order replacement license, register a new animal and update your file at cochrane.ca/AnimalServices

Business Licensing

All businesses operating in the Town of Cochrane, whether out of a home or dedicated location, must hold a current business licence. For more information and fees, visit cochrane.ca/BusinessLicensing

Child Care

Cochrane has many for-profit and not-for-profit day care centres, after-school care facilities and family day homes. All childcare facilities in Alberta must be licensed and operated by trained workers. To look for local childcare, visit child.alberta.ca

Cochrane 211

Dial 211 to get connected to a full range of community, social, government and health services information in Cochrane and area. Certified information and referral specialists answer 211 calls 24 hours a day, seven days a week. 211 is free, confidential and multilingual (150 languages).

Driving

To operate a car, truck or van in Alberta, you need a driver's license, insurance and registration for your vehicle. To get an Alberta Drivers License, register your vehicle or change your address, go to a local registry office. Look in the local phone book under "License and Registry Services."

Family and Community Support Services (FCSS)

Cochrane FCSS responds to community needs with programs, events and referral services that strengthen and improve the quality of life for families, individuals, seniors and children.

Services on-site include Cochrane Society for Housing Options, Big Brothers Big Sisters, Calgary Catholic Immigration Services, Bow Valley College and Western Rocky View Family & Community Resource Centre. The Resource Centre helps with information, referrals and access to food hampers, subsidized taxi (CAR), assistance with government forms and much more.

More information: cochrane.ca/FCSS

209 Second Ave W, 403-851-2250 Email: fcss@cochrane.ca

Hours: Mon-Fri, 8:30am-4:30pm, Thu (Sep-Jun) 8:30am-7pm

Health Services

Medical and health services are delivered by Alberta Health Services.

albertahealthservices.ca

Facilities in Cochrane:

- **Urgent Care Centre:** 60 Grande Blvd, 8am-10pm, seven days a week (including statutory holidays). Same-day treatment for unexpected but non-life-threatening concerns: broken bones, sprains, lacerations, asthma, dehydration, pain, infections and more.
- **Cochrane Community Health Centre:** 60 Grande Blvd, hours vary. 20+ services: albertahealthservices.ca, search for Cochrane.

HEALTHLink Alberta

Phone support and information 24 hours a day, seven days a week: 811

Hospital Emergency Services

Use emergency departments if a person's life is at risk. If you need an ambulance to take the sick or injured person to the hospital, call 9-1-1.

Housing

Most homes in Cochrane are single-family dwellings, but are also condos, apartments and rental suites. Find a realtor by searching "Realtor" in our online business directory: cochrane.ca/BusinessDirectory



Housing Options

The Cochrane Society for Housing Options (CSHO) encourages the development of a range of housing options that are affordable for low to moderate income earners: cochrane.ca/CSHO or 403-851-2261.

Immigrant Services

An Immigrant Services Worker from Calgary Catholic Immigration Services (CCIS) is at Cochrane Family & Community Support Services (FCSS) weekly with free services. Contact Kathleen McMurray at 403-604-2377.

cochrane.ca/NewtoCanada

Parent Link Centre

The Parent Link Centre has family support workers available to provide child development screening, information and education, parenting strategies and support and referrals to community agencies.

127 First Ave W. 403-851-2265

Hours: Mon-Fri 9am-12pm and 1:30pm-3:30pm | Sat 9:30am-12pm

Places of Worship

Check the local phone book under “Churches & Other Places of Worship” for a list.

Property Assessment and Taxation

Property assessment notices are sent to property owners each January. Annual tax bills are mailed at the end of May; payment is due by the end of June. For more information or to set up the Tax Installment Payment Plan (TIPP), call 403-851-2288 or visit cochrane.ca/Taxes

Seniors on the Bow Centre

Seniors on the Bow has programs and resources for Cochrane and area adults 50 and over. Upstairs, Spray Lake Sawmills Family Sports Centre, 800 Griffin Rd E. 403-932-6002 or cochrane.ca/Seniors

Seniors' Services

Seniors and older adults in our community are active, vibrant and engaged in recreational, cultural and service programs. Visit cochrane.ca/Seniors for a list of programs, support and services. Forms and additional support for seniors at Cochrane Family & Community Support Services.

Walk-In Clinics

Many clinics in Cochrane offer services without an appointment. Look in your phone book under “Clinics” or “Physicians & Surgeons.”

Waste and Recycling

Use Town of Cochrane waste, recycling and organics carts provided at your house. Follow the instructions, or visit cochrane.ca/Waste. Waste and Recycling Hotline: 403-851-2277.

Waste, recycling and organics collection is scheduled by zone.

We collect on statutory holidays except Christmas Day and New Year's Day.

Zone	Community	Waste and Recycling	Organics
1	Fireside Riversong River Heights The Willows	Monday	Tuesday
2	Cochrane Heights Sunterra Sunset Ridge	Tuesday	Wednesday
3	Heritage Hills West Valley West Terr West Pointe Heartland	Wednesday	Thursday
4	Bow Ridge Bow Ridge Est Bow Meadows Crawford Rch Glenbow Jumping Pound Ridge Estates	Thursday	Friday
5	Downtown East End Gleneagles Headlands Hwy 1A (Second & Third St W) Riverside Place McGonigle Riverview	Friday	Monday

Youth Services

Programs, activities and services for children and youth are provided by a variety of groups and non-profit organizations. Other youth programs and supports are offered through Boys & Girls Club of Cochrane & Area and Cochrane Addiction & Mental Health.

For more information visit cochrane.ca/Youth



COMMUNITY SAFETY

In emergencies, always call 9-1-1.

Bylaws

Town of Cochrane bylaws are enforced by Community Peace Officers and are designed to protect the health, safety and welfare of residents as well as promote community standards. For more information, go to cochrane.ca/Bylaws

Non-emergency calls 403-851-2532

• Speed limits

Unless otherwise posted, the speed limit on Town streets is 50 km per hour (20 km per hour in alleyways.) The speed limit in school zones is 30 km per hour between 7am and 9pm on school days. The speed limit in playground zones is 30 km per hour and is in effect year-round, 8:30am until one hour after sunset.

• Cycling

Children under 18 must wear helmets when cycling and are allowed to ride on sidewalks.

- All cyclists must have a bell or other warning device when using Town pathways.

• RVs and trailers

You can park your RV or trailer on your driveway between May 1 and October 20. After October 20, all RVs and all types of trailers must be removed.

Fire Services

Cochrane Fire Services responds to the community's emergency needs with fire rescue and disaster services.

Non-emergency calls 403-851-2540

RCMP

Cochrane RCMP services include crime prevention, maintenance of social order, law enforcement and public safety through community policing.

Non-emergency calls 403-851-8000

ENJOYING COCHRANE

Arts, Culture and Heritage

Cochrane has a vibrant local arts community which includes a number of artists guilds, dance companies and theatre groups offering a number of shows and performances. Look for upcoming events and program listings in your local newspapers.

The Cochrane Historical and Archival Preservation Society (CHAPS) identifies, preserves, protects and educates the public about historically significant properties and buildings in Cochrane. chapscochrane.com

Community Associations

Many neighbourhoods in Cochrane have formed independent community associations so neighbours can work together on common issues. They provide opportunities for neighbours to get to know each other, share in social and sport activities and build healthy, safe communities. To see if your area has a community association, go to cochrane.ca/CommunityAssociations

Festivals and Events

Cochrane has a number of annual festivals and events celebrating music, theatre, dance, visual arts, sports, food and fun. From the Canada Day Family Concert to Christmas Light Up, there is always something to do or see around town. For a full listing, visit cochrane-tourism.ca

Parks

Cochrane's parks are a safe environment for active living. The Bow River winds its way through the heart of town, featuring natural areas, paved and natural trails and amenities. Wildlife sightings are common so bring your camera or binoculars. For information and maps, go to cochrane.ca/Parks

Public Library

The Cochrane Public Library serves residents of Cochrane and area. Purchase a library card and gain access to millions of books, DVDs, CDs, online resources like downloadable music and e-books, and participate in library programs. 405 Railway Street West | 403-932-4353 cochranepubliclibrary.ca

Sports and Recreation

The Town of Cochrane operates a number of recreation facilities and fields, and offers a variety of programs and classes. Cochrane is also home to two independently owned public golf courses. cochrane.ca/ThingsToDo

- **Sports fields and tennis courts**

Various locations; map available on cochrane.ca/ThingsToDo

- **Spray Lake Sawmills Family Sports Centre**

Fitness programs, rinks, turf and aquatics. 800 Griffin Road East | 403-932-1635 slssportscentre.com

- **Recreation, Culture and the Arts**

101 RancheHouse Rd | 403-851-2534

- **Zero Gravity Skate Park**

Westrock Road just west of Highway 22

Volunteering

Cochranites are active volunteers, giving freely of their time to fundraise, work at special events and serve on boards and committees. If you would like to volunteer call 403-851-2252 or visit cochrane.ca/Volunteer



SUSTAINABILITY

Cochrane is committed to leadership in the community and to helping residents and businesses reduce their environmental impact. The Town's sustainability plan was approved in 2008 and continues to guide the organization's work and policies.

Ways you can contribute

- The Cochrane Eco Centre accepts a wide range of materials for recycling. More: cochrane.ca/ZeroWaste
- Rebates are available to help save water inside and out. More: cochrane.ca/WaterConservation
- The water conservation bylaw outlines time-of-day watering rules to help reduce water consumption. Unless otherwise indicated, Level One watering restrictions are in effect year-round: you may water outside from 5am to 10am or from 7pm to 1am only. More: cochrane.ca/WaterConservation

Sustainability Partners Uniting Resources (SPUR) is a group of citizens who focus on creating a long-term strategy for the implementation of the Cochrane Sustainability Plan (CSP). SPUR leads CSP implementation, community engagement widespread action, reporting and movement towards the CSP. More: cochrane.ca/sustainability

TOWN DIRECTORY

Main Switchboard 403-851-2500
Accounts Payable 403-851-2519
Accounts Receivable 403-851-2520
Animal Licensing 403-851-2528
Assessment 403-851-2950
Business Licensing 403-851-2573
Cemetery 403-851-2590
Chief Administrative Officer 403-851-2504
Cochrane RanchoHouse Bookings 403-851-2553
Emergency and Fire Services Administration 403-851-2540
Highway Maintenance (Hwy 1A, Hwy 22) 1-888-877-6237
Human Resources 403-851-2517
Mayor & Council 403-851-2505
Municipal Enforcement (animal services, bylaw, traffic) 403-851-2532
Parks & Open Spaces 403-851-2590
Parks Rain Out/Rink Status Line 403-851-2552
Permits & Inspections 403-851-2572
Planning Services 403-851-2570
Property Taxes 403-851-2288
Recreation, Culture and Arts (programs, events, activities) 403-851-2534
Roads (potholes, crosswalks, snow removal) 403-851-2590
Sports Field Bookings 403-851-2590
Utilities (sewer, water) 403-851-2590
Utility billing and payment 403-851-2521
Waste, Recycling & Organics Hotline 403-851-2277

CONNECT WITH US



Find the nearest playground and more.

DOWNLOAD MY COCHRANE ON THE APP STORE



www.cochrane.ca