

**CITY OF ST. ALBERT
SERVICES AND SERVICE LEVELS INVENTORY**

SUMMARY OF CHANGES 2025



Programs	Sub-Programs	Services	Description	Sub-Services	Description	Previous Service Level	Level of Service	Rationale
A. Community Amenities	— A.1 Access to Amenities	— A.1.2 Cultural Amenities	Provision of facilities or amenities for participation or engagement in cultural activities by members of the general public.	— A.1.2.d Public Art Collection	The Public Art Collection includes a variety of mediums including pottery, painting, sculpture and fibre arts. These artworks are displayed at City owned buildings in highly accessible and visible public spaces as well as offices to build visual culture awareness, create engaging spaces and increase quality of life and place. This subservice oversees the display and acquisition of standalone and integrated artworks that through purchases, commissions, or loans. Public art is considered in the design objectives of all new municipal capital and building projects. This subservice includes interactive and interpretive experiences including virtual tours of the collection.	Provision of Public art is governed by Council Policy C-CS-04: Public Art , Council Policy C-CS-03: Community Recognition Program and Council Policy C-CS-15 Cultural Wall of Fame .	Provision of Public art is governed by Council Policy C-CS-25: Public Art , Council Policy C-CS-03: Community Recognition Program and Council Policy C-CS-15 Cultural Wall of Fame, Bylaw 9/20: The Arts Development Advisory Committee .	Removed references to donations and Art in Public Places from the description. Service Level now references the New C-CS-25: Public Art Policy and Bylaw 9/2020: The Arts Development Advisory Committee as approved by Council on May 21, 2025 (CB-24-017).

Programs	Sub-Programs	Services	Description	Sub-Services	Description	Previous Service Level	Level of Service	Rationale
B. Community Development	— B.1 Community Events	— B.1.2 Community Events Support	Support to St. Albert event organizing groups in the coordination of identified corporate services for the benefit of the community.	— B.1.2.a Event Administration and Liaison	Support to community event organizers for event administration/ application and coordination of available civic supports.	<p>Formal approval is granted to the event organizer through the application process.</p> <p>Terms and conditions as outlined in Council Policy C-CS-19: Special Events Permits.</p> <p>Liaise and advise event organizers regarding available civic supports and requirements.</p> <p>Provide event organizers with the opportunity to list events on various City communication mediums.</p>	<p>Formal approval is granted to the event organizer through the application process.</p> <p>Terms and conditions as outlined in Council Policy C-CS-26: Event Policy.</p> <p>Liaise and advise event organizers regarding available civic supports and requirements.</p> <p>Provide event organizers with the opportunity to list events on various City communication mediums.</p>	Updated the policy reference as Council approved the new policy on November 19, 2024.
	— B.7 Public Education	— B.7.1 Environmental Awareness	Provision of public education campaigns to support conservation of environment.	— B.7.1.b Environmental Resources and Education	Environmental resources, information, and learning opportunities shared with the public. (e.g. Water Conservation Campaign, HEAT Program, EV Day, Energy Efficiency Day, Solar Dashboard)		Provide resources upon request and deliver annual media campaigns to the public to encourage conservation of the environment.	The description was edited to be more reflective of current learning opportunities and resources that are provided to the public.

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		<ul style="list-style-type: none"> ■ B.7.3 Waste and Diversion Education 	Provision of public education programs to support waste diversion.	<ul style="list-style-type: none"> ■ B.7.3.a Public & School Education Programming 	<p>Provision of a waste collection education program to increase resident and student knowledge about curbside waste and waste diversion.</p> <p>The Waste and Diversion Team extends its education and outreach in-community through events and festivals like the Children’s Festival, Canada Day, and the Clean and Green Riverfest.</p>		<p>Provide waste awareness education to the residents through in-person inspections of their green organics carts, blue recycling bags, and brown garbage carts, providing an understanding of contamination, diversion, and cart standards.</p> <p>The Waste and Our World Program is offered to Grade 4 students annually.</p>	Addition of a new sub-service to provide greater clarity on the services currently provided for Waste and Diversion Education as identified through business planning activities.
C. Environmental Stewardship	<ul style="list-style-type: none"> ■ C.1 Environmental Maintenance 	<ul style="list-style-type: none"> ■ C.1.2 Urban Forest Maintenance 	Maintenance of urban tree canopy, including tree planting, maintenance and inspections.	<ul style="list-style-type: none"> ■ C.1.2.e Shrub Bed Maintenance 	Maintenance and care of public shrub beds.		All shrub beds will be visited a minimum of twice a year.	Addition of a new sub-service to provide greater clarity on the services currently provided to maintain the City’s urban forest as identified through business planning activities.
				<ul style="list-style-type: none"> ■ C.1.2.f Annual Flower Program 	Provision of flowers in in-ground planters and pots throughout the City in public spaces, such as intersections.		<p>Flower planters are placed seasonally throughout the City at key intersections and City landmarks.</p> <p>Planters and in-ground flower beds are maintained through contracted services.</p>	Addition of a new sub-service to provide greater clarity on the services currently provided to maintain the City’s urban forest as identified through business planning activities.

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	<ul style="list-style-type: none"> C.4 Waste Management 	<ul style="list-style-type: none"> C.4.1 Solid Waste Collection 	Collection, processing and disposal of landfill, organic waste and recyclable material for residents, City facilities and community schools. Bylaw No. 17/2018 - Residential Solid Waste Management	<ul style="list-style-type: none"> C.4.1.f Dog Waste Removal 	Removal of dog waste in ravines, dog-friendly parks and outdoor rinks.		Dog waste pick up occurs twice per year, typically spring and fall, at 20 off leash areas, 3 ravines and 1 forested park. The Fall collection also includes outdoor rinks sites that have been designated dog off-leash areas.	Addition of a new sub-service to provide greater clarity on the services currently provided for Solid Waste Collection as identified through business planning activities.
F. Public Safety	<ul style="list-style-type: none"> F.1 Emergency Management 	<ul style="list-style-type: none"> F.1.1 Emergency Management 	Provincial legislation and regulation requires the City of St Albert to maintain Emergency Management plans and programs. This service addresses preparation, approval, maintenance and coordination of local authority emergency plans and programs required by the province. Emergency Management plans and programs are intended to provide prompt coordination of the City's resources when the consequences of an emergency or disaster and subsequent recovery are outside the scope of normal operations.	<ul style="list-style-type: none"> F.1.1.d Incident Command Post 	The Incident Command Post (ICP) coordinates effective response and recovery outside of normal operations. Provincial Emergency Management legislation identifies training requirements needed for staff to participate in the ICP.	The Emergency Operations Centre will be active and staffed with qualified individuals within 1 hour of a required activation.	The ICP will be active and staffed with qualified individuals within 1 hour of a required activation.	Terminology updated from Emergency Operations Centre to Incident Command Post based on the amendments to Bylaw 21/2024 approved on September 17, 2024.

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				<p>F.1.1.a Emergency Management Planning</p>	<p>The City of St. Albert (the City) Community Emergency Management Plan (CEMP) provides a framework for how the City conducts its comprehensive Emergency Management program. Planning involves: Hazard, Risk and Vulnerability Assessment; Community Emergency Management Plan: Training and Exercise Plans; Emergency Social Services Plan; Emergency Preparedness Communication Plans; Crisis Communication Plan; Business Continuity Plans; Hazard Specific plans; and Community Recovery plans.</p>		<p>The municipal Emergency Management Plan is reviewed annually or after activations to ensure compliance with Emergency Management legislation and regulations.</p>	<p>Definition terminology updated based on the amendments to Bylaw 21/2024 approved on September 17, 2024.</p>

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G. Business and Financial Management	— G.1 Asset Management	— G.1.5 Public Art Collection	Facilitate procurement and maintenance of the City's Public Art Collection	— G.1.5.a Management of Public Art Collection	Inspect, assess and maintain the City of St. Albert's public art collection.	Ensure professional presentation and minimize deterioration of the collection as per Council Policy C-CS-04 Public Art .	Ensure professional presentation and minimize deterioration of the collection as per Council Policy C-CS-25:Public Art .	Removed references to "Permanent" art collection from the service name and description. Service Level now references the New C-CS-25: Public Art Policy as approved by Council on May 21, 2025 (CB-24-017).
	— G.10 Strategic and Business Planning	— G.10.2 Corporate Performance	The assessment of how well the City of St. Albert executes on its desired outcomes at strategic, corporate, program and department levels. This is done through the stewardship and implementation of a standardized framework for program and service reviews, business process improvement and performance measurement, as per Council Policy C-CAO-15 Program and Service Review and C-CG-06 City of St. Albert Strategic Framework .	— G.10.2.e Internal Audit Steering Committee Support	Liaison between the Internal Audit Steering Committee and City Administration to facilitate planning and execution of audits and reviews and other related activities as per the Internal Audit Steering Committee Bylaw 24/2023. This service also coordinates and supports Committee meetings and related ongoing work.	Create and implement a three-year rolling work plan to conduct audits and reviews. Hold at least 3 Committee meetings per year. Conduct 1 audit or review per year.	New sub-service added to reflect work to support the Internal Audit Steering Committee as laid out in the Bylaw 24/2023 .	