

ATTACHMENT 1

To Council Policy C-FS-05 Budget and Taxation Guiding Principles

CITY OF ST. ALBERT SERVICES AND SERVICE LEVELS INVENTORY MARCH 2018



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INTRODUCTION

The Services and Service Levels inventory serves as a foundation for the Service Delivery Component of the Strategic Framework, a Council approved framework that sets direction on how business planning and budgeting is to take place at the City. The Service and Service Levels Inventory will help better articulate services provided to residents and the community, enhance decision making and more effectively link the City's business planning, budgeting and continuous improvement of services, processes and delivery methods, to ensure residents', businesses' and other stakeholders' expectations of services delivered are met.

This document is organized by major program areas, each consisting of a number of services with details provided on services delivered to community. A program is a group of services that address one of the primary purposes of local government. The services are outputs that meet the needs of client or target group, they provide value, contribute to the program goals and comply with purpose of a program. Each service and service component outlines associated service levels which indicate to the clients what level of service they can expect to receive.

The Inventory was developed to show services from the outside in; resident, municipal clients and stakeholder centric view; describing services from the view of the person or group receiving the service. Delivery of services to community is enabled and supported by a complement of internal business services that enable and support service delivery.

The Inventory outlines the current state and such Administration will continue to review, evaluate, improve and enhance services and service levels, processes and delivery methods to ensure community needs continue to be met. The Services and Service Levels Inventory will be reviewed and updated as necessary based on changes made with community input and Council direction.

SERVICE LISTING

Customer Access Service

This section lists a complement of services provided to residents, businesses and visitors in person by accessing one of the City’s locations and in some cases by other channels including telephone, Internet and e-mail).

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
General Assessment and Taxation Inquiries	Front line customer service for assessment and taxation inquiries.	Not applicable	Hours of operation for general public are Monday to Friday 8:00 a.m. to 5:00 p.m., via walk-in, phone, or e-mail. All customer service inquiries responses are initiated within two business days.
Tax Account Administration	Administration of the annual and supplementary tax levy, pre-authorized payment system, school support declarations, property tax collection process, and land title office title changes.	Not applicable	Tax levy preparation meets annual deadlines as posed within the Municipal Government Act (MGA). Land title changes are processed semi-monthly.

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
Revenue Collection and Payment	Includes billings and collections for non-tax revenues and payments of goods and services for city services, fees and fines including vendor payments and coordination of cash collection.	Accounts Payable	All vendor invoices are paid by due date. Requests for information are acknowledged by the end of the next business day.
		Accounts Receivable	Hours of operation are Monday to Friday from 8:00 a.m. to 5:00 p.m. General financial requests and inquiries can be made via e-mail, over the phone and in person. Cash and receivables collections are recorded within two business days. Requests for information are acknowledged by the end of the next business day. Invoice requisitions are processed within five business days.
Management and Administration of Utility Accounts	Management of utility accounts for water, wastewater, storm water and solid waste (organics and recycling).	Account Management	Hours of operation are Monday to Friday from 8:00 a.m. to 5:00 p.m. Account set up and closing is made via e-mail, over the phone or at the Customer Service Front Counter. Accounts are set up within 48 hours. Invoices are issued bi-monthly. Payments are collected online, over the phone and in person at the Customer Service Front Counter.
		Coordination of maintenance services	Hours of operation are Monday to Friday from 8:00 am to 5:00 pm. Requests and inquiries for utility accounts can be made via e-mail, over the phone and in person at the Customer Service Front Counter.
		Meter Reading	Meter Reading is done every two weeks.
Business Licensing Services	Issuance of business licenses and provision of customer service to provide required information and resources for businesses operating in St. Albert.	Licensing	Respond to all inquiries within one business day. When all licensing requirements are met, license is issued within one business day. Payment is available online.
		Investigation and Monitoring	Investigate complaint and respond to complainant within one week.

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
Permit and Licence Issuance for Special Use Area	Issuance of a permit or licence for City owned land with a lease or license by a non-profit group that provides restricted public access to the specialized or community recreational opportunities.	Not applicable	To be developed.
Planning and Development Related Customer Inquiries	Responding to customers' general inquiries related to planning and development.	Not Applicable	Respond within 48 hours unless more time is required to respond to inquiry. If more time is needed, estimated response time is provided to customer based on complexity of the inquiry.
Engineering related Customer Inquires	Respond to residents' engineering needs, requests, complaints and inquiries about developments, transportation and infrastructure inspections and repairs.	Drainage service	Respond to initial application/concern within five business days. Complete site investigation when contract staff are available. Recommendations for the site are provided 12 weeks after the initial site investigation.
		Right of way needs responses	For emergent safety issues with existing operations (signs / signals) response time is one hour. For non-emergent traffic issues response time is 5 business day.
		Parking Road markings	Traffic count data is collected annually (information summarized by December 31 of the calendar year).
		Traffic signals and signage	Collision Report is done annually, completed by July 1 of the following calendar year. Maintenance of assets is done annually, prioritized based on safety and needs.
Construction Information Desk	Provision of central contact point for residents' inquiries on capital construction projects.	Not applicable	Response/acknowledgement of phone inquiries is done within 2 business days. Respond/acknowledgement of e-mail inquiries is within 2 business days.

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
Bylaw Front Counter Services	Processing payments and issuing permits and licences.	License and Fees Collection	Maloney Place (Policing front counter reception service) is open: Monday 8:00 a.m. to 9:00 p.m. Tuesday – Friday 8:00 a.m. to 6:30 p.m. Saturday 8:00 a.m. to 5:00 p.m. Sunday/Stats closed
		Alarm Permit Response Fees	Online payment services are available at https://stalbert.ca/city-services/e-services/ or by visit to the following location. In person at the Maloney Place.
		Dog Licensing Purchase and Renewals	Online payment services available at https://stalbert.ca/city-services/e-services/ or visit one of the following locations. In person at the Maloney Place. In person at the St. Albert Place 8 a.m. – 5 p.m. Monday to Friday, closed on Weekends and Holidays.
		Parking Ticket Payments	Online payment services available at https://stalbert.ca/city-services/e-services/ or visit the following location: In person at the Maloney Place.
Police Front Counter Services	Respond and processes residents' request, inquiries, complaints, reports and payments.	Fine and Fees Collection	In person at the Maloney Place.
		Criminal record and police information requests	
		Collision and crime/disorder reporting	

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
		Found dog intake and claiming	
		Parolee sign in	
Cemetery Management	Respond to clients' cemetery needs, requests, complaints and inquiries about cemetery standards, fees and appointments.	Not applicable	<p>Office appointment hours are Monday – Friday 8:00 a.m. to 5:00 p.m.</p> <p>Interment appointment hours are Monday – Friday 8:00 a.m. to 3:00 p.m.</p> <p>Interment ceremonies may be held outside of the standard hours; however, additional charges may be required.</p> <p>Please reference the Cemetery Bylaw for additional information https://stalbert.ca/city/cemetery.</p>
Processing of Freedom of Information and Protection of Privacy (FOIP) requests	Processing formal requests to access records based on the FOIP.	Not applicable	Records are managed in accordance to the Freedom of Information and Protection of Privacy (FOIP) act.
Arden Theatre Box Office	A functional box office for ticketing services for The Arden Theatre, City of St. Albert events and rental clients.	Not applicable	<p>Ticketing services includes transaction services, customer representatives and printing services.</p> <p>Hours of operation are Monday to Friday: 9:30 a.m. - 5:30 p.m.</p> <p>Saturday/Sunday: Closed</p> <p>Box Office opens one hour prior to performances.</p>

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
Client Services at Recreational Facilities	Provide assistance and advice through front desk in person and phone operations at Grosvenor Outdoor Pool, Fountain Park Recreation Centre and Servus Place.	Admission, Membership and Miscellaneous sales	<p>Admission and Membership sales are available according to the following schedule:</p> <p>Fountain Park Recreation Centre</p> <ul style="list-style-type: none"> Operates 363 days per year. (Closed Christmas Day and New Year's Day) Fountain Park hours of operation. <p>Grosvenor Outdoor Pool</p> <ul style="list-style-type: none"> Operates from the fourth Saturday in May to Labour Day Monday. Grosvenor Outdoor Pool hours of operation. <p>Servus Place</p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). Servus Place hours of operation. <p>Admission and Membership sales are processed immediately.</p> <p>Payment is due immediately.</p> <p>Payment is accepted in cash, cheque, gift card, debit or credit card form.</p> <p>Confirmation of day admission is provided via paper and confirmation of Membership Registration is provided via paper or email.</p> <p>Various monthly and annual membership categories are provided to the public including: Adult, Additional Adults (Servus Place Only), Senior, Additional Senior (Servus Place Only), Student, Youth, Child and Family.</p> <p>Rates for admission and memberships are governed through Council Policy C-FS-16: Municipal Fees and Charges Policy.</p> <p>Swim diapers are sold at Servus Place, Fountain Park and Grosvenor Pool.</p> <p>Phone calls are answered with the same standard greeting.</p> <p>All messages are responded to with a two-business day turn around.</p>

Front Counter Services			
Service Name	Service Definition	Service Component	Current Service Level
		Program Registrations	<p>Program registrations are offered in person, online and via telephone.</p> <p><u>Fountain Park Recreation Centre</u></p> <ul style="list-style-type: none"> Operates 363 days per year. Closed Christmas Day and New Year's Day Offered based on Fountain Park hours of operation. <p><u>Servus Place</u></p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). Offered according to Servus Place hours of operation. <p>Program registrations are immediately processed.</p> <p>Payment for program registrations is due immediately.</p> <p>Payment is accepted in cash, cheque, gift card, debit or credit card form.</p> <p>Confirmation of Program Registration is provided via paper or email.</p> <p>Phone calls are answered with the same standard greeting.</p> <p>All messages are responded to with a two-business day turn around.</p>

Provision of Food and Beverages			
Service Name	Service Definition	Service Component	Current Service Level
Concession and Restaurant Services	Provision of food and beverage services at six City owned facilities.		<p>Commercial Leasing</p> <p>Monday to Friday 8:00 a.m. - 7:00 p.m.</p> <p>Saturday and Sunday 9:30 a.m. - 4:30 p.m.</p> <p>Outdoor Facilities hours of operation are weather dependant</p> <ul style="list-style-type: none"> • Splash Deck Café (Woodlands Water Park) • Splash Deck Café (Grosvenor Outdoor Pool) • Skybox Express (Akinsdale / Kinex Arena) • Skybox Café (Fountain Park Recreation Centre) • Punky Potato Food Truck (Riel Field) • Skybox Grill Concession & Restaurant (Servus Place) <p>Monday to Friday 8:00 a.m. - 9:00 p.m.</p> <p>Saturday 9:00 a.m. - 9:00 p.m.</p> <p>Sunday and Holidays 10:00 a.m. - 6:00 p.m.</p> <ul style="list-style-type: none"> • Booster Juice (Servus Place) <p>City Operated Starbucks (Servus Place) - Monday to Sunday 6:30 a.m. to 9:00 p.m.</p>

Community Development

This section is listing programs and associated services that aim to achieve friendly and inclusive community where everyone feels a sense of belonging.

Community and Neighbourhood Capacity Building			
Service Name	Service Definition	Service Component	Current Service Level
Community Outreach	Individual, group, and community initiatives for schools, local organizations and residents of all ages and circumstance to help build community capacity, increase awareness and provide support on multiple social issues.	Sense of community connectedness	<p>A minimum of four opportunities are scheduled throughout the year for residents to learn and exchange ideas and information on how to build stronger community.</p> <p>Maximum of 150 block party hosts can access information, support and supplies on a first come, first serve basis.</p> <p>Procedural support is provided to up to 25 Little Free Library ambassadors each year.</p> <p>A minimum of three annual meetings are held with community partners to discuss emerging trends, opportunities and challenges.</p> <p>In collaboration with local partners, two annual community and neighbourhood crime prevention sessions are hosted.</p> <p>Work with a minimum of one multi-housing community annually to foster a greater sense of community connectedness.</p>
		Diversity and Inclusion	<p>Awareness activities are held annually to promote St. Albert as a Welcoming and Inclusive community.</p> <p>Minimum of 3 meetings are held annually with organizations who support marginalized residents to discuss emerging issues and trends, and identify how best to support them.</p>

Community and Neighbourhood Capacity Building			
Service Name	Service Definition	Service Component	Current Service Level
		Social responsibility	<p>Meet at minimum six times per year with funded community organizations that support the community in areas such as poverty, affordable housing, homelessness, and volunteerism.</p> <p>Resource is provided to participate on the youth, family and seniors groups that implement local strategies to address complex community issues such as family violence.</p> <p>Partner with at least one building management company to bring community development resources to the residents of multi-family dwellings.</p>
		Healthy lifestyle and well-being	<p>Host or partner in a minimum of two community mental health presentations each year to educate and support residents.</p> <p>Facilitate a minimum of four mental health and/or suicide intervention workshops for residents and the staff of local organizations.</p> <p>Host community resource information tables at a minimum of three public events annually to inform residents of the social services and supports available to them.</p> <p>Facilitate a minimum of 18 community meetings of the Youth, Family, and Seniors groups to support their various community mandates that address human service issues.</p> <p>In partnership with the Early Years Coalition a minimum of two annual community events are hosted. Subject to funding availability.</p> <p>A minimum of 35 meetings with youth are hosted each year for youth development.</p> <p>A minimum of six youth focused social activities are hosted each year.</p> <p>Annually, 400 school presentations are provided on topics as determined collaboratively between the City and the school administration.</p> <p>Facilitate a minimum of 9 meetings with youth and Council to facilitate youth discussion and input into decision making.</p>

Community and Neighbourhood Capacity Building			
Service Name	Service Definition	Service Component	Current Service Level
		Capacity building and engagement	<p>One annual community engagement session is hosted to solicit partner and resident feedback on the Social Master Plan.</p> <p>Stakeholders are engaged at four events annually to gather feedback regarding social issues and availability of required programs.</p> <p>Facilitate at least two mock emergencies for the Emergency Reception Centre to ensure preparedness.</p> <p>Support is provided to local agencies to help build their capacity to support residents.</p>

Community Groups Support and Capacity Building			
Service Name	Service Definition	Service Component	Current Service Level
Community Groups Support Services	Facilitation and support to community groups to provide advice, educate, communicate, inform and build capacity and support program delivery in community.	Organizational Development	All active community groups are contacted at least once per year to ensure their needs are being met.
		Capital Project Support	More detailed standards are currently in development.
		Event/Program Support	
		Communication, Advocacy and Referral	

Community Groups Support and Capacity Building			
Service Name	Service Definition	Service Component	Current Service Level
Community Environmental Capacity Building	Provision of capacity building opportunities in the community to support and ensure sustainable development.	Environment Advisory Committee (EAC)	<p>The Council Advisory Committee consists of 7 residents at large, 1 Councillor and outside subject matter experts as deemed appropriate by the Committee.</p> <p>The EAC is facilitated by the Environment Branch including Committee orientation, meeting schedule, agendas and minutes, presentations, annual report and priorities.</p>

Community Granting and Support for Delivery of Services			
Service Name	Service Definition	Service Component	Current Service Level
Management of Community Granting	Provision of funding to eligible St. Albert not-for-profit organizations and residents in the areas of special events, sport and culture development, operational funding and capital renovations and development.	Community Events Grant Program	<p>Application intake is in the Spring and Fall of each year.</p> <p>Applications are reviewed by the Community Services Advisory Board (CSAB) with recommendations forwarded to Council for final approval.</p> <p>Maximum funding per application is \$5,000.</p> <p>Total funds available is set by policy and is increased based on population growth.</p>

Community Granting and Support for Delivery of Services			
Service Name	Service Definition	Service Component	Current Service Level
		Games Legacy Grant Program	<p>Application intake occurs in the Spring and Fall of each year.</p> <p>Applications are reviewed by the CSAB with recommendations forwarded to Council for final approval.</p> <p>Maximum funding for development project is \$2500.</p> <p>Maximum funding for individual elite competition is \$750.</p> <p>Maximum funding for team elite competition is \$1500.</p> <p>Total funds available each year is based on \$0.25 per capita.</p>
		Outside Agency Grant Program	<p>Application by invitation only, based on previous year recipients.</p> <p>Submissions are received and reviewed by the Community Services Advisory Board in the Fall of each year with recommendations forwarded to Council through the annual budget process.</p> <p>Funding available is based on the total amount allocated in the previous year plus a cost of living adjustment.</p>
		Community Capital Grant Program	<p>Applications intake occurs annually in March and if budget allows, applications continue to be received on a first come, first served basis until depleted.</p> <p>Total funding available in program is \$250,000 each year.</p> <p>Recipients have two years to complete their capital project.</p> <p>Grant is based on a cost share of one-third grant, to two-thirds responsibility of the group.</p>

Community Granting and Support for Delivery of Services			
Service Name	Service Definition	Service Component	Current Service Level
Management of Grants for Delivery of Social Services	Provision of grants to deliver preventative social services in the community.	Family Life Education Program	Program is geared at enhancing parenting skills and support to families.
		Stop Abuse in Families education program	Program aims at providing educational, skill development and awareness workshops/presentations to school-aged children and youth on various topics.
		Community Liaison Program	Program that provides a range of information, referral and outreach support to individuals and families.
		Senior Support Program	Program that provides senior support program. A program that aims at providing a range of information, referral and outreach support to seniors. The support includes administrative support to Bereavement Fellowship.
		Sidekick Program	Program is geared at providing mentorship and matches and matches for children and youth.
		Information and Referrals	Program aims at linking residents to needed services.
		Volunteer Centre Program	Program aims at connecting residents to volunteer opportunities and organizations to volunteers.
Management of Grants for Delivery of Heritage Programming	Provision of grants and funding to deliver heritage services and programming in the community.	Heritage Programming	<p>The City of St. Albert maintains a partnership agreement to deliver a range of diverse and relevant heritage programming in to the community. This includes animation of heritage sites and locations around the community.</p> <p>Programming selection is based on demand and community needs.</p>
		Museum	

Community Granting and Support for Delivery of Services			
Service Name	Service Definition	Service Component	Current Service Level
		Booking opportunities of Art Gallery of St. Albert	Hours of operation: Tuesday to Saturday a0:00 – 5:00pm Thursday 10:00am – 8:00pm
		Booking of and access to Heritage Sites	Juneau House, Little White School, Father Lacombe Chapel hours of operation: Wednesday to Sunday 10:00 a.m. to 5:00 p.m. Admission is free Sites are available for private bookings. Seasonal operating hours are by request and based on availability.
		Booking and access to Heritage Park	Open Seasonally from Victoria Day to Labour Day Outside of operation hours and for group bookings, hours of operation are Wednesday to Sunday 10:00 a.m. to 5:00 p.m. Admission is free
		Heritage Museum	Hours of Operation Tuesday to Saturday 10:00 a.m. to 5:00 p.m. Thursday 10 a.m. to 8:00 p.m. Admission is free

Community Granting and Support for Delivery of Services			
Service Name	Service Definition	Service Component	Current Service Level
Recreation Programs Delivered Through Partnerships	Provision of sport and recreation programs offered through community through partnership with community groups.		<p>The following programs are offered through partnership with community groups:</p> <ul style="list-style-type: none"> • Canoe and Kayak • Lacrosse • Hockey • Ringette • Rugby • Skating • Track and Field • Baseball • Slow-pitch • Tennis • Pickleball • BMX • Curling • Soccer • Fastball • Cross Country Skiing
Environmental Grants Management	Management and coordination of applications and approvals of the Environmental Initiatives.	Environmental Initiatives Grant	<p>The Fund is approximately \$31,700 based on multiplying the city's population by \$0.50 and is available once a year for community environmental projects.</p> <p>Grants are recommended by the Environmental Advisory Committee and approved by Council.</p>
Cultural Grants Management	Management and administration of grants that support artists in the community.	Lieutenant Governor Distinguished Young Artist Legacy Program	<p>Grants are awarded by Council in May of each year. Total funds awarded each year is up to \$2,400. Maximum funding awarded is as follows:</p> <ul style="list-style-type: none"> • Individual applicants - \$500 • Group applicants - \$1,000
		Arts Micro Grant Program	<p>Grants are awarded to individual artists or organizations of various disciplines for up to \$1,200 per grant to complete a creative project, develop a cultural event or pursue a professional development endeavor.</p> <p>Total funds awarded each year are up to \$15,000.</p>
Library Service Delivery	Funding is provided to support delivery of library services to community.		To be documented.

Community Events			
Service Name	Service Definition	Service Component	Current Service Level
Community Event Hosting	The coordination and delivery of arts, cultural and recreation and parks events utilizing a combination of City and volunteer resources.	Live Entertainment Events	Provide diverse, quality professional and emerging live entertainment for all ages, cultures and backgrounds.
		Canada Day	The Canada Day event is delivered to the community on time, on scope and on budget.
		Servus Place Halloween Haunt	To be developed.
		New Year's Eve Fireworks	Service Levels currently being compiled.
		Parks Events	Provide Arbor Day, Clean and Green Riverfest and a Fall Litter pickup.
		Environmental Events	Events organized include: Arbour Day, Clean Air Day, Clean and Green Riverfest, Earth Hour, Water Conservation Campaigns, Carpool Month, Clean and Green Riverfest.
		Cultural Networking Events	Minimum of six events are hosted annually to discuss current trends in the arts and cultural sector and to identify community needs within the sector.
		Mayor's Celebration of the Arts	Arts and cultural achievements are recognized annually, celebrating community artists and support for the arts.
Community Festival Hosting	The coordination and delivery of arts and cultural events to celebrate, engage and expose the community to the arts and culture.	Amplify Youth Festival	Provide arts and cultural workshop, project, performance and entertainment opportunities for students grade seven to age 21.
		Children's Festival	Provide diverse art, culture and educational opportunities for youth and families.
		Northern Alberta International Children's Festival	Organize an annual 6-day arts and cultural festival in downtown St. Albert for school children and families.

Environmental Protection and Stewardship

This section lists programs and associated services that help protect our natural environment.

Environmental Strategy, Risk and Compliance			
Service Name	Service Definition	Service Component	Current Service Level
Environmental Strategy and Policy Development	In partnership with related agencies, environmental strategies, policies and actions are developed to protect the environment.	Air quality management	In partnership with Alberta Environment and Alberta Capital Air shed, air quality information and air quality health index is provided to the community in real time through City website.
		Greenhouse gas emissions and energy management	Targets are developed to reduce greenhouse gas emission for the corporation and the community. Data is collected, summarized and reported for corporate and community greenhouse gas emission annually.
		Improvement of the Sturgeon River water quality	Data is collected and index created to help monitor the health of Carrot Creek and Sturgeon River. Progress is reported to the community on an annual basis.
		Reduction of solid waste generation	Targets are developed to reduce solid waste generation and increase recycling and composting for residents. Progress is reported to the community on an annual basis.
		Reduction of water consumption	Targets are developed to reduce community water consumption. Progress is reported to community on an annual basis.
Management of Environmental Risks and Compliance	Provision of subject matter expertise on regulations and best management practices to assist in managing environmental risk and maintaining regulatory compliance.	Management of environmental projects	Projects are managed according to established project plan including scope, timelines and budget. For Capital Projects, more detailed Project Plan is developed in accordance with Council approved Capital Project Management Policy.

Environmental Strategy, Risk and Compliance			
Service Name	Service Definition	Service Component	Current Service Level
		Regulatory and External Agency Relations	Liaison with key regulatory agencies is done at least once per year. Liaison with external agencies is done as per established Terms of Reference for each group.
		Short and long term strategic planning	Maintain 3-Year Action Plan for Environmental Risks and Compliance. Long-Term Community Plan is updated every 5 years.
Spill Response Support and Reporting	Direct release, spill response, support and reporting and maintenance of the spills and releases database.	Spill Reporting and Incident Database Management	All releases and spills are reported and documented immediately upon discovery. Report any release of substances that could cause an adverse effect on the environment to Alberta Environment and Parks (section 110), as required by the Environmental Protection and Enhancement Act (2000). Based on complexity and/or severity of the spill/release, reporting time may be between immediate to seven days.
		Spill Response	All releases and spills are reported and documented immediately upon discovery. Response time is determined according to complexity and severity of the spill and/or release.

Waste Management			
Service Name	Service Definition	Service Component	Current Service Level
Waste Management	Collection, processing and disposal of landfill, organic waste and recyclable material for residents, City facilities and community schools. Bylaw - Residential Solid Waste Management	Curbside organic collection	Automated collection of organic material: <ul style="list-style-type: none"> • April to October - weekly • November to March - every two weeks Organics collected via City owned organic carts, available in two sizes (240 L & 120 L) with no rate differentiation between sizes. Multifamily buildings pickup available at some locations (service level in development) Pickup is available for schools that sign up. Pickup is done at City facilities.
		Curbside recycling collection	This service utilizes a 'blue bag' system. Material is un-bagged and sorted by a contractor. Frequency - Weekly collection of comingled recycling. Multifamily buildings pickup available at some locations (service level in development).
		Curbside garbage collection	Automated collection of garbage every two weeks. Variable rate options: Residents are provided City owned waste carts, available in three sizes (240L, 120L and 60L) with corresponding monthly rates.
		Curbside Christmas Tree Collection	First three weeks in January.
		Curbside Large Item Pickup	Two times per year; one summer and one in the fall.

Waste Management			
Service Name	Service Definition	Service Component	Current Service Level
		Curbside Leaf Pickup	A minimum of 2 weeks per year in the fall.
		Take it or Leave it	One event annually for residents to drop off or take gently used household items.
		Large Item Drop off	Organized two times per year; summer and fall, for residents to drop off large household items for garbage disposal. Additional garbage tags are required.
		Compost Giveaway	Organized two months in a year; spring and fall for residents to pick up compost for household use.
Recycling and Compost Depots	A centralized site where residents can bring yard waste, recycling, hazardous waste and electronics for proper disposal. Bylaw - Residential Solid Waste Management	Compost Depot	The service is provided for utilities customers only. The compost depot is an unstaffed site which accepts residential yard waste (leaves, branches, soil, sod and other landscaping material). It is open a minimum of 6 months per year.
		Recycling Depot	The recycling depot is a staffed depot open 40 hours per week, 5 days/week. The depot accepts recyclables (paper, cardboard and aluminum) as well as hazardous chemicals, paint, oil, tires, electronics, batteries and scrap metal.

Urban Forestry and Turf Maintenance			
Service Name	Service Definition	Service Component	Current Service Level
Maintenance of Sport Fields, Parks and Natural Areas	Grass cutting, fertilizing, aerating, sweeping, and litter collection of sport fields, parks and natural areas.	Cemetery grounds maintenance and landscaping	Level 1A parks - weekly cutting up to 18 times per year, with weekly trimming for cemetery and civic buildings only.
		Buffers and boulevards moving and trimming	Level 2C (all open green space in buffers and boulevards) - cutting on a 10-day working days or two weeks.
		Natural Area mowing and grounds keeping	Selected weed spraying: annually. One pass of grass cutting along fence lines and trails in selected areas: on a 10-day cycle.
		Maintenance of parks	<p>Level 1A parks (civic buildings, cemetery, river valley and Red Willow Trail)- weekly cutting up to 18 times per year, with weekly trimming for cemetery and civic buildings only.</p> <p>Level 2C parks (all open green space excluding buffers, boulevards or natural areas)- cutting on a 10-day maximum cycle with monthly trimming.</p> <p>Fertilizing - June and Fall. Aerating - twice a year (June and Fall) Sweeping - Fall Special Events - as required High Profile Areas - usually on Fridays</p>
		Maintenance of sport fields	<p>Level 1A fields (full size football and soccer fields and Fowler Track): weekly cutting up to 18 times per year and weekly trimming.</p> <p>Level 2B fields (minor baseball, mini fields and recreational open spaces): cutting and trimming on a 10 working days or two weeks cycle. and trimming every two weeks.</p> <p>Cutting - weekly. Cutting levels at 2 1/2" length. Fertilizing - Fall Aerating - Fall Sweeping - Fall Sod Replacement - Spring Line Painting – weekly</p>

Urban Forestry and Turf Maintenance			
Service Name	Service Definition	Service Component	Current Service Level
Tree Planting and Maintenance	Maintenance of urban tree canopy, including tree planting, maintenance and inspections. Urban Forest Management	Tree Planting	Use design standards for planting including planting practices and species acceptable. Generate planting list through visual inspections, customer service requests, and tree inventory removal data. Purchase nursery stock, regionally if possible, for in-house plantings.
		Tree care and maintenance (single, ornamental trees)	Structural pruning on all ornamental trees on a 5-year rotating cycle (young trees are pruned twice in 5-year cycle). All trees inspected at time of pruning, defects noted, re-inspection within cycle based on severity of defect. Prune approximately 2000 trees/year for sign/traffic visibility. Pest control treatments are done as required and chemical may be used if needed. Newly planted trees are watered at time of planting and every 2 - 4 weeks after, until the end of growing season. Watering occurs for 2 growing seasons. Fertilizing occurs on an as needed basis using slow release fertilizers.
		Tree Care and Maintenance in Natural Areas	Native areas are assessed on same 5-year rotating cycle. Trees, where values at risk are present and potentially a target, are assessed for hazards (typically one tree length from target). Values-at-risk include public and private fences, buildings, trail system etc. Hazard is removed which may be any portion of the tree including the entire tree. Clearance for trail system and open space is maintained with public safety being primary concern. Wildlife trees are considered if practical.

Urban Forestry and Turf Maintenance			
Service Name	Service Definition	Service Component	Current Service Level
		Tree Inspections	Hazardous Trees - visually to find rotten trees, leaning, broken limbs and when called. Diseased trees are inspected annually through visual inspection. Site lines – visual inspection semi-annually FAC Work - visually when called Insurance Claim - visually when called
Weed and Pest Control	Maintenance of healthy turf and urban forests	Herbicide/Insecticide Application	As required by legislation for noxious and restricted weeds. Turf and urban forest health.

Water, Stormwater and Waste Water Management			
Service Name	Service Definition	Service Component	Current Service Level
Waste Water Management	Operation, maintenance and management of the infrastructure and facilities that collect wastewater from all properties within the City of St. Albert that are connected to the municipal wastewater system. Waste Service Line Disruptions and Maintenance	Regional Wastewater Treatment	Compliance with the standards prescribed within the Sanitary Sewer Bylaw for the collection of wastewater from all properties connected to the municipal wastewater collection system for transmission to the Alberta Capital Region Wastewater Treatment Plant.
		Residential Wastewater Service Maintenance	Provide reliable waste water collection from all properties connected to the municipal wastewater system in compliance with City bylaws and legislative requirements.
		Wastewater collection maintenance	Detailed service levels as per Long Term Plan and Alberta Environment License to operate.
		Wastewater Management Facilities (Lift Stations)	

Water, Stormwater and Waste Water Management			
Service Name	Service Definition	Service Component	Current Service Level
Water Supply and Distribution Management	Supply, operation and maintenance of the distribution of drinking water to all properties within the City of St. Albert that are connected to the municipal water system and facilities	Regional Water treatment and supply	Attain 24/7 uninterrupted supply of safe drinking water supply from EPCOR for distribution by the City to all properties connected to the municipal water system.
		Residential water services	Consistently provide uninterrupted supply of safe drinking water to all properties connected to the municipal water system in compliance with City bylaws and legislated requirements. As per Alberta Environment License to Operate.
		Water distribution maintenance	
		Water management facilities	
Storm Water Drainage Services	Operation and maintenance of the storm water collection systems, management facilities and outfalls that support the flow of rainfall and snowmelt through the city to the Sturgeon River.	Storm water collection maintenance	Minimize the amount of silt entering the city's storm collection system and sedimentation into the Sturgeon River by cleaning all arterial and collector roadway and 1/3 of all neighbourhood residential catch basins on an annual cycle.
		Storm water management facilities and outfalls	Minimize the amount of silt entering the city's storm collection system and sedimentation into the Sturgeon River by cleaning all arterial and collector roadway and 1/3 of all neighbourhood residential catch basins on an annual cycle.

Land and Economic Development

This section lists programs and associated services that help plan and build sustainable community including economic diversity and prosperity.

Land Use Planning			
Service Name	Service Definition	Service Component	Current Service Level
Strategic Land Planning	Development, management and implementation of the corporate land strategy. Search for land for new capital projects, high school sites, and affordable housing locations	Land Locating and Acquisition	Council approved work plan based on 10-Year Capital Plan. Reports prepared and presented to Council annually.
		Corporate Land Strategy Plan Development	Quarterly updates for the strategic land work plan presented to Council.
		Planning for New Community and City Owned Buildings	The plan is updated and presented to Council every three years.
Current Planning Application Processing	Processing and coordination of the approval of Statutory plans and amendments, subdivision and condominiums applications.	Statutory Plans Amendments	Acknowledge request within 48 hours and provide information on the process and approximate timelines. Review is coordinated internally and is typically completed within 4 weeks of receiving a complete draft plan with all supporting documents. Processing time is 4-6 months from the day completed application is received (statutory process).
		Subdivision Review and Approval	Respond to applicant with a letter within 3 business days with estimated timelines for completion. A decision on a subdivision is made within 60 days.
		Condominiums Approval	Respond to applicant with a letter within 3 business days with estimated timelines for completion. A decision on a subdivision is made within 60 days.

Land Use Planning			
Service Name	Service Definition	Service Component	Current Service Level
		Land Use Bylaw Amendments	Processing time is 4-6 months from the pre-application to completion of the amendments. Issue notice to public for public hearing, 17 days prior to public hearing meeting.

Development			
Service Name	Service Definition	Service Component	Current Service Level
Development, Building Permit Application Review and Enforcement	Review and processing of applications for approval and enforcement of Land Use Bylaw. The service includes review of new development and infill related infrastructure required to service lands and traffic related data with growth.	Development Permit Application Review	Responding to applicants within 20 days to verify completeness of their application. Applications processing time is 40 days following the formal acceptance of the application.
		Compliance Certificate Application Review	Application is received immediately upon payment of the fee. Compliance certificates are issues 14 business days. Rushed compliance certificates are issued within 6-8 days.
		Land Use Bylaw Enforcement	Respond to complaints within a week, requesting compliance with the Land Use Bylaw. Requiring at least a week to respond to compliance request or longer dependent on circumstances. In case of complaint without merit, a letter is sent to complainant or verbal update within a week. Complete first level of bylaw enforcement
		Building Permit Issuance	Processing time is 1-2 weeks when all information is submitted.

Development			
Service Name	Service Definition	Service Component	Current Service Level
		Buildings Inspections	Requests for inspections are scheduled immediately upon receiving request. Inspections are completed within 2 to 5 days.
		Traffic Impact Assessment Review	Report evaluation is done with a 30-days of comments from day of receiving report. Traffic count provision/review is done within 31-days of comments from day of receiving report. Signal operations evaluation is done within 32-days from day of receiving report.
Development Marketing Signage	Review and evaluation of proposed development (non-traffic control related) signage.	Development signage permit	Comments are provided and/or permit issued within 5 business days.
Infrastructure Planning	Calculation of levies, the requests to off-set approved projects and ensuring that any work approved is consistent with best practices.	Off-Site Levy Program	Updated annually in Quarter One. Program construction request is completed within 3 weeks of the original request. Consideration of off-setting requests is done within 6 weeks. Fees are calculated within 3 weeks of the original request. Recoveries are recommended annually in Quarter One. The 10-Year Capital Plan and the Facility Management Predictive Model are used as inputs for future infrastructure planning.
Issuance of servicing permits	Issuance of servicing permits required to connect new development into any City utilities.	Not applicable	Issue road closure permit within 15 days of submission.

Construction Management			
Service Name	Service Definition	Service Component	Current Service Level
Management of Construction Projects	<p>Planning, budgeting and managing capital projects from the initial concept phase, through design, construction and project closeout. This includes "replace, maintain and rehabilitate" projects and new community infrastructure.</p> <p>Capital Project Management</p>	Construction Stakeholder Information sharing and input	<p>Information Sessions are organized for capital projects going into construction that impact public usage to provide planned scope of work, and timelines. Allows for information from public on planned activities in the area but no feedback for consideration.</p> <p>Open Houses are organized during the design stage for capital projects that are looking to solicit feedback from the public for consideration into the design of the capital project by Administration.</p> <p>Advertising is done at least 2 weeks prior to the Open House/Information Session.</p> <p>Direct notification to residents of emergent issue or schedule changes is done as needed based on nature of project and issue/schedule change.</p>
		Notification of Construction Projects	Provide an overall map of construction locations and type on City website and provide separate webpages for construction status updates.
Issuance of Construction Permits	Review, issuance of approval of On-Street Construction Permit Applications and associated traffic accommodation plans.	On-Street Construction Permit Application Review	<p>Acknowledge request within 24 hours.</p> <p>Identify and communicate back to applicants any changes or further details required.</p> <p>Issue permit for on-street construction within 5 business days.</p> <ul style="list-style-type: none"> - Construction related = 5-day permit process - Special Events: Multi-stage process; final delivery of approved permit one week prior to event (following 4-week application time frame). <p>Required for any activity (construction or otherwise) within the transportation network that impedes or impacts any mode of travel.</p>
		Noise Exemption Permits	Issue permit within 3 business days from receipt of request.

Business Attraction, Retention and Expansion			
Service Name	Service Definition	Service Component	Current Service Level
Land Development Project Management	Project review and ongoing management of land and real estate developments in the city for developer stakeholders.	Not applicable	Project management is provided from the initial contact with the city until the completion of the City related components. Acknowledge request within one week. Response time is dependent on complexity of the request. Respond with a plan of action within a week of contact.
Entrepreneurship Development	Support and targeted programs to help build entrepreneurs skills and guidance through the process help entrepreneurs bring their innovation to market.	Entrepreneurship Start Up	To be developed.
		Innovation Guidance	
Support for Local Businesses	Comprehensive one on one-consultation services to local businesses for their operational needs to support their growth and to monitor on-going local business opportunities.	Not applicable	Acknowledge request within two business day. Response time is dependent on complexity of the request.
Business Event Hosting	Organization and hosting of business events that provide key businesses tools and regional economic knowledge to local and external business stakeholders.	Annual Business Breakfast	Host annual event to provide up to date local and regional economic information.
		Commercial Realtor Tour	Offer guided tours of the local commercial and industrial real estate environment to relevant stakeholders once per year.
		Residential Realtor Tour	Offer guided tours of the residential real estate environment to relevant stakeholders twice annually.
		Signature Event(s)	Host one signature event annually that aligns with the City brand.

Business Attraction, Retention and Expansion			
Service Name	Service Definition	Service Component	Current Service Level
Information Services	Provision of information to key stakeholders related to Tourism, Business Retention and Expansion, and Business Attraction.	Property Listing Web Directory	Update directory when information is received, within two business days. Regular updates are completed monthly.
		City Analytics	To be determined.
		Visitor Information	Visitor information is provided at various locations throughout the City. Maintain visitor website, social media and visitor guide.
		E-newsletters	Focus newsletter published monthly. Downtown newsletter published quarterly.
		New Resident Packages	Maintain current information documents annually. Respond to requests for resident information within 5-7 business days.
Community Tourism Groups Capacity Building	Provision of tourism opportunities and events that are relevant to local businesses and the promotion of the city	Webinars and Seminars	Offer one tourism related group setting training sessions annually. Offer two business development related sessions annually.
	Support for local tourism operators and business to grow and develop their capacity.	On-on-One Training	Offer one-on-one training with local tourism operators.
		Botanical Loop	Offer Botanical Loop for 12 weeks, once per week, between June and September.
		Signature Event(s)	Host one signature or experiential event annually that aligns with the City brand.
Granting for local businesses and community groups	Management of grants that assist local businesses to maintain and promote their locations and direct festival funding for distribution to qualified applicants.	Commercial Cost Share	Respond to all inquiries within two business days. Grants are provided to update/improve aesthetics of the business including such things as signage, street furniture, bike racks, etc.
		Community Events Grant Program	Application for funding may be made only once per calendar year. Council approved Recurring Community Events receive grant funding for 2-year period.

Business Attraction, Retention and Expansion			
Service Name	Service Definition	Service Component	Current Service Level
Sponsorship Opportunities	Provision of sponsorship opportunities through physical spaces and programs.	Not applicable	Sponsorship in 15 physical spaces, 6 programs and 3 events at Servus Place. Sponsorship at community facilities and events. Sponsorship at Aquatics facilities.
Advertising Opportunities	Provision of physical advertising spaces in the community to businesses in accordance with the City of St. Albert Visual Identity Guidelines.	Not applicable	Approximately 240 advertising opportunities are provided.

Movement of People and Goods

This section lists programs and associated services that focus on the movement of people and goods through delivery of appropriate infrastructure, road maintenance and transit services.

Transportation Management			
Service Name	Service Definition	Service Component	Current Service Level
Traffic Management	Planning and installation, replacement, inspection and maintenance of traffic signals and systems, traffic signs and markings to support safe and efficient movement of goods and people.	Traffic Signals	<p>Emergent safety issues = 1 hr response time</p> <p>Non-emergent issues = 5 business day response time</p> <p>Annual maintenance of assets; prioritized based on risk and condition levels and performed as industry standards and requirements.</p>
		Traffic Signs and Road Markings	<p>Emergent safety issues = 1 hr response time.</p> <p>Non-emergent issues = 5 business day response time.</p> <p>Annual maintenance of assets; prioritized based on risk and condition levels and performed as industry standards and requirements.</p>
Transportation Data Management	Planning and implementation of the collection of transportation network data as related to network safety and operations. The information is used for network growth analysis and warrant studies (traffic control and pedestrian crossings).	Vehicle and Pedestrian Counts	<p>Vehicle count data pending location - arterials, school zones and areas impacted by adjacent development may be collected annually.</p> <p>Alternative locations may be every 2 or 3 years, with “special requests” for information performed in the same year (if able due to seasonal impacts and alternative collection priorities).</p> <p>Pedestrian counts are captured on a scheduled program aligned with warrant review for traffic control and pedestrian crossing and is site specific, ranging from annually to once every three years. “Special requests” are performed based on resident requests or identification of concerns and are scheduled for within the requested year if capable due to seasonal impacts.</p>

Transportation Management			
Service Name	Service Definition	Service Component	Current Service Level
		Neighbourhood Traffic Calming	Evaluation of public requests for traffic calming within calendar year of request; upon verification of meeting criteria, performance of traffic calming engagement in the calendar year. Construction timeline dependent upon public engagement.
		Collision Reports / Analysis	Report is completed by December of the following calendar year.
		Corridor Drive Times	Key arterial routes are driven, and data collected for the drive time from “end to end”. Priority has been St Albert Trail, performed annually; with the Boudreau Road and Giroux Road turning to annual evaluation starting 2018. Travel time, delay and stopping time are captured within this study type.
Large Load Permits and Transfer of Dangerous Goods Permits	Review and provision of approval for routing and transfer of large loads and dangerous goods through the city.	Not applicable	Update Provincial TRAVIS information with automatic routing approvals, denials or conditions associated with large load and dangerous goods movements. Acknowledge requests within 24 hrs. Issue permit or communicate alternative requirements for routing through or around the city. Required for any movement of large loads, or dangerous goods within or through the city.

Roadway Repair and Maintenance			
Service Name	Service Definition	Service Component	Current Service Level
Roadway Surface Repair	Patch potholes on all asphalt roadways and parking lots throughout the city.	Gravel roads maintenance	Maintenance: once per week.
		Parking lot maintenance and repair	Proactive response: once a year. Respond per customers' concerns.
		Pothole Inspection and Repair	Proactive response: Priority 1: highways- to be completed annually. Priority 2: arterials- to be completed annually. Priority 3: collectors- to be completed annually. Priority 4: residential- to be completed on a 3 – year cycle.
		Pothole reporting	Respond according to risk.
Sidewalk Repair and Maintenance	Effect repairs to provide safe surfaces for pedestrian travel.	Replacement, mud jacking, crack sealing	Repair as required by inspection and completion of condition assessment index. Repairs per customer concerns within industry standards.
Street Cleaning	Annual spring cleaning and ongoing cleaning on all types of roadways.	Boulevard & median cleaning Roadway cleaning	All arterial and collector boulevards cleaned and swept in spring; as required thereafter. All Hwy, arterial and collector roadways cleaned and swept in spring and as required thereafter. Downtown streets swept every Friday as required throughout non-snow months.
Snow Removal	Snow clearing on all St. Albert's roads, trails and sidewalks. Snow and Ice Control	Collector snow removal	Snow is cleared within four days following a 20 to 30 cm snow accumulation (emphasis on hill sections and school zones). All driveway entrances are cleaned. Clear the roads intersecting with a collector up to the first driveway. For monolithic sidewalks, snow is removed from sidewalk at same time as the roadway.
		Bus stop snow removal	Snow cleared within 72 hours after 5 cm of snowfall.

Roadway Repair and Maintenance			
Service Name	Service Definition	Service Component	Current Service Level
		Downtown snow removal	Snow is plowed into centre windrows following 5 to 10 cm accumulations on parking lanes and removed within 48 hours beginning the second night after a snowfall.
		Plowing and sanding	<p>Priority 1 - St. Albert Trail and Ray Gibbon Drive - Within 8 hrs. (after a snow event) - plowed and sanded after 2-5 cm of snow accumulation.</p> <p>Priority 2 - Arterial Roads - Within 8 hrs. (after a snow event) - plowed and sanded after 2-5 cm snow accumulation.</p> <p>Priority 3 - Collector and Commercial Roads - Within 16 hrs. (after a snow event) - plowed and sanded after 2-5 cm snow accumulation.</p> <p>Rural roads - Within 24 hrs. (after a snow event) - plowed and sanded after 2-5 cm snow accumulation.</p>
		Residential snow removal	<p>Snow is cleared within 10 days following the build-up of a 6 to 9 cm snow pack, or if the snow pack is softening and severely compromising vehicle mobility.</p> <p>Exceptions to this service level are piles in cul-de-sacs, which will be removed at a later date.</p> <p>Snow pack after March 7 is only plowed and snow left to melt with no formal cleaning.</p>
		Sidewalks and trails	<p>Priority 1: River Valley trails- cleared within 8hrs after accumulation of 1 cm of snow.</p> <p>Priority 2: arterial and collector trails and sidewalks- cleared within 48 hrs after accumulation of 2-5 cm of snow.</p> <p>Priority 3: interior trails and connector sidewalks- cleared within 72 hrs after accumulation of 2-5 cm of snow.</p>

Transit Services			
Service Name	Service Definition	Service Component	Current Service Level
Charter Bus Services	Provision of charter bus services within St. Albert and Edmonton.	City sponsored charters; Private charters within St. Albert; Special Event park and ride service.	Design and operate charter bus service outside Fall/Winter weekday peak periods at the request of clients. 100% recovery cost target.
Handibus Services	Specialized, shared ride, "to- the-door" transit services for residents of St. Albert, age 16+ who are unable to utilize conventional transit due to a physical or cognitive disability.	Local and commuter	<p>Hours of Service</p> <p>Local (within St. Albert): Monday to Saturday 7:00 a.m. to 5:00 p.m.</p> <p>Commuter (Edmonton): Monday to Friday 7:00 a.m. to 5:00 p.m.</p> <p>Sunday and Statutory Holidays – Do not operate</p> <p>Trip Coverage</p> <p>In St. Albert</p> <ul style="list-style-type: none"> • Door-to-door service from any location within St. Albert • Trips can be booked up to three days in advance (including weekends) • Must book by noon of previous day if booking a trip for the following day. <p>In Edmonton</p> <ul style="list-style-type: none"> • Door-to-door service from any location within St. Albert to 16 key specified destinations in Edmonton.

Transit Services			
Service Name	Service Definition	Service Component	Current Service Level
Conventional Fixed Route Transit Services	Provision of convenient, affordable and effective public transit services within St. Albert and to major destination areas in Edmonton, including Downtown, the University of Alberta, NAIT/Royal Alexandra Hospital, and West Edmonton Mall.	Commuter and local transit	<p>Frequency: Downtown Edmonton and Post Secondary Institutions Service: Minimum 30-minute frequency during weekday peak periods. Minimum 60-minute frequency during all other weekday periods and weekends. To West Edmonton Mall – a minimum 60-minute frequency during all periods.</p> <p>Vehicle loading: Maximum of 120% seated capacity on local and commuter trips. .</p> <p>Maximum Trip Time - Commuter Service Strive to limit travel times to 45 minutes or less in both peak and non-peak periods.</p> <p>Maximum Trip Time - Local Service Strive to limit travel times to 20 minutes or less during weekday peak periods for 80% of riders. At all other times, 30 minutes or less for 80% of riders.</p> <p>Hours of Operation - Weekdays Arrive Downtown Edmonton 6:30 a.m. Depart Downtown 12:15 a.m. Arrive University of Alberta 6:45 a.m. Depart University of Alberta 10:15 p.m.</p>

Transit Services			
Service Name	Service Definition	Service Component	Current Service Level
			<p>Hours of Operation - Saturday</p> <p>Arrive Downtown 6:30 a.m.</p> <p>Depart Downtown 12:00 a.m.</p> <p>Sunday and Statutory Holidays</p> <p>Arrive Downtown 6:30 a.m.</p> <p>Depart Downtown 7:00 p.m.</p> <p>Local services support these commuter trips.</p> <p>Strive to achieve 90% “on-time” performance reliability system wide.</p> <p>A bus is considered on-time if no more than 3 minutes late than scheduled or 1 minute early.</p> <p>Area coverage within St. Albert City boundaries:</p> <p>400 m to a transit access point (bus stop or transit station) for 80% of all residents.</p> <p>250 m to medium and high density residential developments and institutional land uses.</p> <p>150 m to major seniors' residences and activity centres.</p> <p>600 m to commercial and industrial land uses.</p> <p>Exceptions may apply as per Policy C-TS-01.</p>

Public Safety

This section lists programs and associated services that help protect people and property to increase the overall safety and security of residents.

Fire Prevention, Response and Enforcement			
Service Name	Service Definition	Service Component	Current Service Level
Fire Response Dispatch	<p>Response to emergency and fire calls from 911 operators and dispatching the appropriate response units.</p> <p>Provision of afterhours emergency centre for Public Works and emergency call-in functions.</p>	Not applicable	<p>Alarm Processing within 60 seconds, 90% of the time.</p> <p>All staff are trained at the Emergency Fire Dispatch standard (International Academies of Emergency Dispatch).</p> <p>Operates 24/7/365.</p>
Fire Rescue Response	Response to all types of emergencies including fire, rescue, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	Not applicable	<p>Respond to calls within 9 minutes 90% of the time.</p> <p>Fifteen staff available 24/7/365.</p> <p>Staff 100% NFPA (National Fire Protection Association) certified.</p>
Fire Prevention and Investigation	Fire inspections to ensure compliance with the Alberta Fire Code and other relevant laws and regulations pertaining to the prevention and control of fires including safe storage, handling, and use of hazardous materials and fire investigation.	Not applicable	<p>Inspections and Investigations are completed by certified Safety Codes Officers (SCO) as outlined in the Quality Management Plan - Fire (QMP-Fire) and the Safety Codes Act (SCA).</p> <p>Inspection frequency is based upon the potential risk of the property use and function.</p> <p>100% compliance with Quality Management Program (Fire) and Safety Codes Council of Alberta.</p> <p>Resources: two dedicated fire prevention officers.</p>
Fire Emergency Management and Preparedness	Coordination with other levels of government, law enforcement, national defense, non-governmental organizations and partner organizations and agencies to enhance the state of emergency preparedness of St. Albert and partners within the Capital Region.	Not applicable	<p>That the City is prepared and has an Emergency Operating Centre (EOC) opened within 30 minutes and fully staffed within 1-2 hours of a major incident.</p> <p>100% of EOC staff are trained to the Incident Command System.</p>

Fire Prevention, Response and Enforcement			
Service Name	Service Definition	Service Component	Current Service Level
Fire and Life Safety Education	Design, implementation and evaluation of programs undertaken to instruct the public about fire and life safety, including home fire safety programs, home inspections, escape plans, smoke alarm and extinguisher placements.	Not applicable	Satisfy Public Education services requests as mandated. 95% of all service requests are accommodated within the requested timeframe.

Medical Emergency			
Service Name	Service Definition	Service Component	Current Service Level
Medical First Response Dispatch	Response to emergency and fire calls from 911 operators and dispatching of the appropriate response units. Provision of afterhours emergency centre for Public Works and emergency call-in functions.	Not applicable	Alarm Processing within 60 seconds, 90% of the time. All staff are trained at the Emergency Fire Dispatch standard (International Academies of Emergency Dispatch). Operates 24/7/365.
Ambulance Service	Provision of emergency response and health care to the ill and injured to ensure a balanced emergency coverage.	Not applicable	Respond to calls within 9 min within St Albert, 90% of the time. Advanced Life Support (ALS) capable 24/7/365.
Medical First Response	The Medical First Response (MFR) service is provided for the very serious medical emergencies or when there is a known delay in response for an ambulance.	Not applicable	Advanced Life Support (ALS) Capable. Respond to calls within 9 Minutes 90% of the time.

Bylaw and Provincial Act Enforcement			
Service Name	Service Definition	Service Component	Current Service Level
Municipal Enforcement Services	<p>Responding to public complaints and enforcing select municipal bylaws and provincial statutes.</p> <p>This includes, but not limited to community standards enforcement, animal control, parking enforcement, as well as the Alberta Traffic Safety Act and portions of the Alberta Gaming and Liquor Act.</p>	Photo Enforcement	<p>Minimum of three mobile photo enforcement units operating a combined 12,064 hours per year.</p> <p>Six intersection safety units monitoring traffic at three intersections.</p> <p>Violations processed and mailed within nine days of offence.</p>
		Community Peace Officer - Traffic Enforcement Services	<p>Enhanced pro-active traffic enforcement to supplement RCMP Traffic unit with 2 uniformed resources dedicated towards Traffic Duty.</p> <p>For 2017 Community Peace Officer (Traffic and General Duty) to Resident ratio is 1:5971. The Policing Services Long Term Department Plan Target is 1 officer for every 5,000 residents.</p>
		General Duty – Municipal Enforcement (Provincial statutes and bylaw enforcement)	<p>Hours of service are: Monday- Friday 7:30 am - 9:30 pm Saturday- Sunday 7:30 am - 6:00 pm Statutory Holidays: No MES Service</p> <p>*Scheduled hours of service by Municipal Enforcement may be changed by Administration based on operational needs.</p> <p>*RCMP is advised about after hour matters and service is provided but it is prioritized amongst other police/criminal matters.</p> <p>In total 11 uniformed officers are dedicated towards General Duty (Includes 1 uniformed Supervisor)</p> <p>For 2017 Community Peace Officer (Traffic and General Duty) to Resident ratio is 1:5971. The Policing Services Long Term Department Plan Target is 1 officer for every 5,000 residents.</p>

Policing Services			
Service Name	Service Definition	Service Component	Current Service Level
RCMP Services	<p>Contract with Public Safety Canada that designates the RCMP as the Municipal Police Service.</p> <p>As per the agreement the RCMP provides services necessary to preserve the peace, protect life and property, prevent crime and offences against the laws of Canada and Alberta. This includes: apprehend criminals, offenders and others who may be lawfully taken into custody, execute all warrants, and may provide services necessary to prevent bylaw offences after giving due consideration to policing demands.</p> <p>RCMP determines appropriate policing responses in accordance with the Municipal Police Services Agreement.</p>	Crime Prevention and Education	<p>In total, 6 Officers assigned to the Crime Prevention/Community Policing Unit</p> <p>For 2017, combined Budgeted RCMP Officer to Resident ratio is 1:1,043</p> <p>Policing Services Long Term Department Plan Target is 1 officer for every 1,000 residents.</p> <p>Delivery of the majority of Drug Awareness Resistance Education (DARE) training and school liaison activities within St. Albert schools.</p> <p>Attendance at public events, Neighbourhood Watch and other community events/activities.</p> <p>Presentations on crime prevention.</p>
		Crime Reduction Services	<p>In total, 4 Officers are assigned to the Crime Reduction Unit.</p> <p>For 2017, combined Budgeted RCMP Officer to Resident ratio is 1:1,043.</p> <p>Policing Services Long Term Department Plan Target is 1 officer for every 1,000 residents.</p>
		Drug Activity and Trafficking Enforcement	<p>In total, 5 Officers assigned to the Drug Unit.</p> <p>For 2017, combined Budgeted RCMP Officer to Resident ratio is 1:1,043.</p> <p>Policing Services Long Term Department Plan Target is 1 officer for every 1,000 residents.</p>
		General Duty Policing	<p>In total, 40 Officers assigned to the General Duty.</p> <p>For 2017, combined Budgeted RCMP Officer to Resident ratio is 1:1,043</p> <p>Policing Services Long Term Department Plan Target is 1 officer for every 1,000 residents.</p>
		Traffic Enforcement	<p>In total, 7 Officers assigned to the Traffic Unit.</p> <p>For 2017, combined Budgeted RCMP Officer to Resident ratio is 1:1,043.</p> <p>Policing Services Long Term Department Plan Target is 1 officer for every 1,000 residents.</p>

Policing Services			
Service Name	Service Definition	Service Component	Current Service Level
		General Investigation	<p>On-call response 24/7/365 to more serious investigations and adequate level of resources to take over serious crime files.</p> <p>In total, 6% of total RCMP resources are assigned to general investigation services (4 out of 66 officers).</p> <p>Forms part of the 1 RCMP officer for every 1,000 residents target.</p>
911 Call Answer and Policing Communications/ Dispatch Services	Calls received from within the St. Albert jurisdiction are transferred to the appropriate service provider (fire/ambulance) or if police-related, recorded and disseminated to RCMP and Municipal Enforcement employees.	Call Taking and Dispatching	<p>Calls for 911 are answered within 10 seconds 90% of the time.</p> <p>Hours of operation are 24/7/365 911.</p> <p>In compliance with Alberta Emergency 911 Act Standards (currently being developed by Province).</p>
		RCMP and Municipal Enforcement Services Call Answer and Dispatch	<p>Service provided 24/7/365.</p> <p>Service open/available 100% of time.</p>

Recreation, Parks and Culture

This section lists programs and associated services that provide access to cultural and recreational facilities and programming.

Public Art			
Service Name	Service Definition	Service Component	Current Service Level
Public Art Collection	Maintenance, addition and removal to the City's public art inventory.	Public Art Collection	Inspect, assess and maintain the City of St. Albert's public art collection to minimize deterioration and ensure professional presentation of the collection.
		Art in Public Places	Public Art Reserve - 1% of eligible capital projects funds are pool annually for acquisition and creation of art in public places. POLICY C-CS-04 Public art is incorporated into the design of eligible capital projects and infrastructure throughout the City.
		Cultural Wall of Fame	The annual recipient(s) of the Lifetime Achievement Award at the Mayor's Celebration of the Arts is that year's inductee(s) into the Cultural Wall of Fame. Council Policy C-CS-15.

Cultural Programming			
Service Name	Service Definition	Service Component	Current Service Level
Arts and Culture Programming	Delivery of visual arts programming to the community.	Visual Arts Programming	A range of diverse and relevant visual arts programming is offered to the community. Programming selection is based on demand and community needs.
		School Outreach programs	
		Performing Arts classes	
		St. Albert Children's Theatre	Arts education and leadership opportunities are provided for youth participants through a minimum of two feature performances per year.
		Community Professional Series	Large-scale and impactful professional programming is provided to the community as opportunities arise.
		Arden Theatre Professional Series	One season of professional arts programming (music, theatre and dance) is offered to the community and region running from fall to spring each year. Number of performances are based on annual revenue and expense budget.

Recreational Programming			
Service Name	Service Definition	Service Component	Current Service Level
Programming	The direct provision of recreation programming for registered and drop-in participants at community facilities, parks and open spaces.	Aquatics	<p>All programs are delivered in alignment with the Alberta Lifesaving Society Standards and Affiliate Agreement, Pool Standards Act and AFLCA Certification Standards.</p> <p>All programs are open for registration for St. Albert residents and Servus Place annual members for one-week prior to open registration.</p> <p>Waiting lists will be taken for all programs.</p> <p>Fees in alignment with <u>Council Policy: C-FS-16: Municipal Fees and Charges</u>.</p> <p>Registered Programs include:</p> <ul style="list-style-type: none"> • Preschool Swimming Skills Program • Learn to Swim Programs • Specialty Programming <p>Drop-In programs include</p> <ul style="list-style-type: none"> • Water Fitness Programming
		Recreation	<p>Registered Programs include:</p> <ul style="list-style-type: none"> • Child Programs • Summer Programs <p>Drop-In programs include</p> <ul style="list-style-type: none"> • Preschool Recreation • Youth Programs • Adult/Family Programs • Summer Programs

		Fitness	<p>Registered and Drop-In Fitness Programs Include:</p> <ul style="list-style-type: none"> • Mind and body programming • Fitness Programming <p>Registered Programs Include:</p> <ul style="list-style-type: none"> • Personal training • Group/team training <p>Instructors receive CPR, AED and WHIMIS Training.</p>
		Childminding Services	<p>Programs are drop-in.</p> <p>Provided in compliance with the Alberta Childcare Legislation.</p>
		Parks	<p>Management and provision of parks programs including:</p> <ul style="list-style-type: none"> • Naturalization Plantings Program • Partners in Parks Program • Commemorative Bench Program

Cultural Facility Access			
Service Name	Service Definition	Service Component	Current Service Level
Booking Opportunities of Cultural Facilities	Provision of booking opportunities and access to cultural facilities operated by the City.	St. Albert Place Visual Arts Studios	Studios are available to guilds, schools and not for profit use during St. Albert Place hours of operation.
		Arden Theatre	Hours of operation: from 8:00 am - 11:00 pm Open 363 days a year.
		St. Albert Place Lobby and Plaza	Hours of operation for public use: Monday through Friday 7:00 am to 11:00 pm Saturday, Sunday and Stat Holidays 7:00 am to 9:00 pm Christmas Day & New Year's Day: Building is closed Open during the Community-Wide Special Events.

Recreational and Sport Facility Access			
Service Name	Service Definition	Service Component	Current Service Level
Facility Services Assistance at Recreation Facilities	Provision of support to users of Servus Place and Aquatics facilities to meet their physical and logistical requirements in a safe and clean facility.	Facility Tours	<p>Facility tours are available on a scheduled or spontaneous basis.</p> <p>This service is available within the facilities based on the following schedule:</p> <p><u>Fountain Park Recreation Centre</u></p> <ul style="list-style-type: none"> Operates 363 days per year. Closed Christmas Day and New Year's Day) Offered based on <u>Fountain Park hours of operation</u>. <p><u>Servus Place</u></p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). Offered according to <u>Servus Place hours of operation</u>.
		Facility Safety and Security	<p>Facility safety and security service is available within the facilities based on the following schedule:</p> <p><u>Fountain Park Recreation Centre</u></p> <ul style="list-style-type: none"> Fountain Park operates 363 days per year. (Christmas Day and New Year's Day Closure). Offered based on <u>Fountain Park hours of operation</u>. <p><u>Grosvenor Outdoor Pool</u></p> <ul style="list-style-type: none"> Operates from the fourth Saturday in May to Labour Day Monday. Offered according to <u>Grosvenor Outdoor Pool hours of operation</u>. <p><u>Servus Place</u></p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). Offered according to <u>Servus Place hours of operation</u>.
		Gymnasium Set Ups/Take Downs	This service is available within the facilities based on the following schedule:

			<p><u>Servus Place</u></p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). Offered according to Servus Place hours of operation.
		Room and Event Set Ups/Take Downs	<p>Room and Event Set Ups are completed prior to booking based on the terms of the rental/program.</p> <p>This service is available within the facilities based on the following schedule:</p> <p><u>Fountain Park Recreation Centre</u></p> <ul style="list-style-type: none"> Fountain Park operates 363 days per year. (Christmas Day and New Year's Day Closure). Offered based on Fountain Park hours of operation. <p><u>Grosvenor Outdoor Pool</u></p> <ul style="list-style-type: none"> Operates from the fourth Saturday in May to Labour Day Monday. Offered according to Grosvenor Outdoor Pool hours of operation. <p><u>Servus Place</u></p> <ul style="list-style-type: none"> Operates 363 days per year (Christmas Day and New Year's Day Closure). <p>Offered according to Servus Place hours of operation.</p>
Aquatic Facilities	Provision of public access aquatics facilities for scheduled and spontaneous recreation and sport activity according to the Pool Standards Act and the Lifesaving Society standards.	General	<p>Lifeguarding is provided in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures and the Alberta Health Pool Standards.</p> <p>Provide safe and clean water in Aquatics Facilities:</p> <ul style="list-style-type: none"> Water chemistry is tested 6x per day per basin. Provincial water samplings are completed 1x per week per basin. <p><u>Landrex Water Play Centre</u></p> <p>Operates 363 days per year (Christmas Day and New Year's Day Closure). Offered during Landrex Water Play Centre hours of operation.</p>

			<p>Air temperature in facility – 25-30 degrees Celsius.</p> <p>Saltwater pool operated in alignment with the Alberta Health Pool Standards and the Public Pool Swimming Regulations. Maintenance shutdown</p> <ul style="list-style-type: none"> Duration and timeline vary based on work required. Generally, occurs during the last week of May and the first week of June. <p><u>Fountain Park Recreation Centre Overall Standards</u> Offered 363 days per year. (Closed Christmas Day and New Year's Day)</p> <p>Offered during Fountain Park hours of operation.</p> <p>Air temperature in facility - 25-30 degrees Celsius.</p> <p>Maintenance shutdown - Duration and timeline vary based on work required. Generally, occurs during the last week of August and the first week of September.</p>
			<p><u>Grosvenor Outdoor Pool Overall Standards</u></p> <ul style="list-style-type: none"> Operates from the fourth Saturday in May to Labour Day Monday. Offered according to Grosvenor Outdoor Pool hours of operation. Opening/Operating Criteria. <ul style="list-style-type: none"> Temperature must be 12 degrees Celsius or higher. If thunder or lightning occur, the facility will be closed for 20 minutes and will require all occupants to remove themselves from the water and deck. Each reoccurrence sets the 20 min wait period. Based on Environment Canada recommendations. <p><u>Woodlands Water Play Park</u></p> <ul style="list-style-type: none"> Gates open from the third Saturday in May to the Labour Day Monday. Offered during Woodlands Water Play Park hours of operation. Opening/Operating Criteria. <ul style="list-style-type: none"> Temperature must be 12 degrees Celsius or higher. If thunder or lightning occur, the facility will be closed for 20 minutes and will require all occupants to remove themselves from the water and deck. Each reoccurrence sets the 20 min wait period. <p>Based on Environment Canada recommendations.</p>

		Indoor Leisure Pools	<p>Fountain Park Spontaneous and booked use facilities. Offered based on Fountain Park hours of operation.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Pool temperature</p> <ul style="list-style-type: none"> • Small pool – 32-34 degrees Celsius. • Leisure pool – 30-32 degrees Celsius. <p>Mats are provided.</p> <p><u>Landrex Water Play Centre</u> Spontaneous use only. Offered during Landrex Water Play Centre hours of operation.</p> <p>Pool temperature</p> <ul style="list-style-type: none"> • Tots pool – 32-34 degrees Celsius. • Leisure pool – 30-32 degrees Celsius.
		Outdoor Leisure Pools	<p><u>Grosvenor Outdoor Pool</u> Spontaneous and booked use facilities. Offered according to Grosvenor Outdoor Pool hours of operation. Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p>
		Outdoor Spray Park	<p>Spontaneous use only.</p> <p>Water temperature – 20 degrees Celsius</p>

		Indoor Competitive Pool & Swim Lanes	<p><u>Fountain Park – Competitive Pool</u> Spontaneous and booked use facilities. Minimum of one lane dedicated to spontaneous lane swimming.</p> <p>Offered based on Fountain Park hours of operation.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <ul style="list-style-type: none"> • Pool temperature – 28-29 degrees Celsius. • Flutter boards and kick buoys are provided. • Bleacher seating provided. <p><u>Landrex Water Play Centre</u></p> <ul style="list-style-type: none"> • Spontaneous use only. • Minimum of one lane provided for spontaneous lane swimming. • Pool Temperature – 32 degrees Celsius. • Flutter boards and kick buoys are provided. <p><u>Grosvenor Pool</u> Lane swimming provided in alignment with the Grosvenor Pool hours of operation.</p>
		Aquatics Play Features	<p><u>Fountain Park</u> Includes: slides (small, medium and large), play structures and 1m diving board. Offered based on Fountain Park hours of operation. Amenities that align with each basin are reserved as part of booking.</p> <p><u>Grosvenor Pool</u> Includes: small slide, medium slide and 1m diving board. Offered according to Grosvenor Outdoor Pool hours of operation. Amenities that align with each basin are reserved as part of booking.</p> <p><u>Landrex Water Play Centre</u> Includes: 2 large water slides, spray features and other assorted play features. Offered during Landrex Water Play Centre hours of operation.</p>

		Hot Tubs	<p>Spontaneous use only.</p> <p><u>Fountain Park</u> Offered based on Fountain Park hours of operation. 38-40 degrees Celsius.</p> <p><u>Landrex Water Play Centre</u> Offered during Landrex Water Play Centre hours of operation. Temperature:</p> <ul style="list-style-type: none"> • West Hot Tub – 40 degrees Celsius • East Hot Tub – 38-39 degrees Celsius
		Lazy River	<p><u>Landrex Water Play Centre</u> Spontaneous use only. Offered during Landrex Water Play Centre hours of operation. Pool temperature – 30-32 degrees Celsius. Single tubes and double tubes are provided.</p>
		Saunas and Steam Rooms	<p>Spontaneous use only. Temperature</p> <ul style="list-style-type: none"> • Sauna – 36-38 degrees Celsius. • Steam Room – 46-48 degrees Celsius. <p><u>Fountain Park</u> Offered based on Fountain Park hours of operation.</p> <p><u>Landrex Water Play Centre</u> Offered during Landrex Water Play Centre hours of operation.</p>

Sport Fields	Provision of maintained dry floor, artificial turf and natural turf field space and ball diamond dedicated to use for recreation and sport activities.	Ball Diamonds	<p>Available for booked and spontaneous use May to October.</p> <p>Hours are in alignment with Parks Bylaw 19/65.</p> <p>Fees are in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on daily visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost • Unscheduled mid season closure - Occurs to repair hazards or protect surface during weather events. • Based on daily visual inspection. <p>Ball diamonds located on school land are reserved for school use Monday to Friday from 8:00 a.m. to 5:00 p.m. during the months of September, October, May and June.</p> <p>No lighting at ball diamonds.</p> <p>Parking, backstops, permanent home plates are provided at all diamonds.</p> <p>Safety fencing, bleachers and benches available at select ball diamonds.</p> <p>Maintenance includes visual inspection, core samples, aeration, fertilization, mowing, trimming of turf and garbage collection.</p> <p>Legion Memorial & Meadowview Ball Parks are operated by St. Albert Minor Baseball Association or St. Albert Men's Slo-pitch Association through a lease partnership with the City of St. Albert. These groups operate with their own model outside of the City of St. Albert standards.</p>
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		Outdoor Natural Turf Fields	<p>Available for booked and spontaneous use.</p> <p>Open May to October.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> ○ Based on daily visual inspection. ○ Opening - 100% of surface is naturally clear of snow and ice. ○ Closing – First permanent frost ○ Based on daily visual inspection. <p>Fields located on school land are reserved for school use Monday to Friday from 8:00 a.m. to 5:00 p.m. during the months of September, October, May and June.</p> <p>Lining, parking, and goals are provided at all fields.</p> <p>Seating is provided at select fields.</p> <p>Line Painting is completed at the beginning of the season and weekly thereafter.</p> <p>Maintenance includes visual inspection, core samples, aeration, fertilization, mowing, trimming of turf, and garbage collection.</p> <p>Specific fields operated by St. Albert Soccer Association or St. Albert Rugby Club through lease partnership with the City of St. Albert. These groups operate with their own model outside of the City of St. Albert standards.</p>
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		Outdoor Artificial Turf Fields	<p>Available for booked and spontaneous use.</p> <p>Bookable Hours – 8:30am – 11:00pm</p> <p>Open April to November. Operating period is flexible based on sport partner season and specific opening/closing criteria.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Opening - 75% of surface is naturally clear of snow and ice. • Closing – November 30. • Based on daily visual inspection. <p>Bleachers, lining, parking, score clock, players benches, spotters box, dressing rooms and goals are provided at all fields.</p> <p>Site Supervision and Maintenance:</p> <ul style="list-style-type: none"> • Site supervision is provided based on booking schedule. • Maintenance of site is completed based on daily visual inspection. <p>Maintenance includes clearing field of debris, field and line maintenance and garbage collection.</p>
		Indoor Artificial Turf Fields	<p>Available for booked and spontaneous use. Priority on booked (rental and program use).</p> <p>Turf/Concrete:</p> <ul style="list-style-type: none"> • North Fieldhouse – Turf – Year Round • South Fieldhouse – Turf - Thanksgiving Weekend to April dependant on facility bookings and event schedule. <p>Bookable Hours:</p> <ul style="list-style-type: none"> • Monday – Saturday 7:00am – 11:15pm • Sunday 7:00am – 10:30pm <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Dressing rooms, washrooms, showers, garbage receptacles, bleachers, lighting, players and timekeeper's boxes, and dressing room and detailed team information schedule signage are provided.</p>

			<p>Lining:</p> <ul style="list-style-type: none"> • Turf is lined for Soccer and Lacrosse. • Concrete is lined for Roller Derby, Lacrosse, Soccer and Ball Hockey (red centre line & blue offside lines only). <p>Nets:</p> <ul style="list-style-type: none"> • Fixed soccer nets are provided. • Portable Lacrosse, hockey and soccer nets are provided. <p>Boards:</p> <ul style="list-style-type: none"> • National Hockey League sized. • Steel structure. • Safety netting. <p>Flooring is concrete foundation with indoor artificial turf.</p> <p>Maintenance includes visual inspections, cleaning and garbage collection.</p>
Sport Courts	Provision of open level areas equipped with appropriate lines and amenities, upon which a recreational game is played.	Tennis courts (20)	<p>Available for spontaneous use.</p> <p>Open May to October.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on weekly visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost • Based on daily visual inspection by PW. <p>Nets, posts and cranks, practice boards, fencing (galvanized steel chain link exterior fencing) and schedule signage provided.</p> <p>No Lighting</p> <p>Maintenance includes assessment of: Nets, Fencing, Posts, Asphalt, Lines, Hazard assessment, removal of debris, and garbage collection.</p>

		Tarmac Areas	<p>Available for spontaneous use.</p> <p>Open year round.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Basketball hoops (except Alpine Park) are 10ft with nylon net (one per year).</p> <p>No Lighting.</p> <p>Maintenance includes site Inspections and assessment of Nets, Posts, Asphalt, Lines, Hazard assessment, and removal of debris.</p>
		Racquetball and squash courts	<p>Offered 363 days per year. (Closed Christmas Day and New Year's Day)</p> <p>Access is provided with purchase of day admission or with membership.</p> <p>Available for booked use.</p> <p>Offered during Fountain Park hours of operation.</p> <p>Sliding glass doors, flooring, lighting, lining (racquetball and squash) are provided.</p> <p>Weekly maintenance includes site inspection, floor cleaning, and glass cleaning.</p>
		Beach Volleyball courts	<p>Available for spontaneous use.</p> <p>Open year round.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Net and sand are provided.</p> <p>No Lighting.</p> <p>Annual maintenance includes sand refill, weed eating, hazard assessment, and removal of debris.</p>

		Pickleball courts	<p>Available for spontaneous use with minimal opportunity for booking for tournaments/events. Hours in alignment with Parks Bylaw 19/65. Open May to October.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on weekly visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost • Based on daily visual inspection. <p>Nets and schedule signage are provided. No Lighting</p> <p>Maintenance includes assessment of: Nets, Fencing, Posts, Asphalt, Lines, Hazard assessment, garbage collection and removal of debris.</p> <p>Signage posting - Schedule posted monthly.</p>
Fitness Equipment	Provision of indoor and outdoor fitness equipment for the purposed of physical exercise.	Indoor	<p>Available for spontaneous use only.</p> <p>Operates 363 days per year (Christmas Day and New Year's Day Closure).</p> <p>Offered according to Servus Place hours of operation.</p> <p>Accessibility of Facility</p> <ul style="list-style-type: none"> • The fitness equipment is open to those 16 years of age and older. • Youth 12 – 15 years of age are permitted alone on fitness equipment if they have completed of our Smart Start for Teens orientation program. Children under 11 are not permitted to use the fitness equipment. <p>Midseason closure; 3 days at the end of June for Fitness Spruce Up</p> <p>Lockers, benches, garbage, water fountain, weight equipment and cardio equipment provided</p> <p>Free equipment orientations provided to facility users during operational hours.</p>
		Outdoor	<p>Available for spontaneous use only.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Visual inspection is based on fitness equipment maintenance documentation.</p>

Gymnasiums	Provision of indoor gymnasium space to the community for the purpose of social, recreational and sport activities.	Community Gymnasiums	<p>Court One designated primarily for spontaneous use Offered according to Servus Place hours of operation.</p> <p>Court Two designated primarily for registered and drop-in programming. Court Three designated primarily for rentals.</p> <p>Operates 363 days per year (Christmas Day and New Year's Day Closure).</p> <p>Bookable Hours:</p> <ul style="list-style-type: none"> Monday – Saturday 7:00am – 11:15pm Sunday 7:00am – 10:30pm <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Dressing rooms, washrooms, showers, lighting, garbage receptacles, bleachers, lighting, benches, score and shot clocks, and electronic schedule signage are provided.</p> <p>Gymnasium dividers to delineate from one space to three separate spaces.</p> <p>Court is lined for basketball, volleyball, and badminton/pickleball.</p> <p>Fixed and adjustable basketball, volleyball, badminton/pickleball and floor hockey.</p> <p>Flooring is concrete foundation with sports flooring.</p> <p>Maintenance includes visual inspections, cleaning and garbage collection.</p>
		School Gymnasiums	Available for booked use through Reciprocal Use Agreement. School gymnasiums are maintained by the specific school divisions.
Playgrounds	Provision of spontaneous recreational play structures for public use.	Indoor Playgrounds	<p>Available year round.</p> <p>No food or beverages allowed in the playground.</p> <p>Children must be supervised from inside the playground.</p> <p>Servus Credit Union Place</p> <p>Available for spontaneous use only.</p> <p>Monday to Sunday from 8:00am – 9:00pm.</p> <p>Children under 8 need to have an under 8 wristbands and must be accompanied by a responsible person aged 12 years or older.</p>

			<p>Permanent and portable equipment, benches, bathroom, garbage and lighting provided.</p> <p>Pour in place flooring.</p> <p>Maintenance includes garbage collection and cleaning.</p> <p><u>Fountain Park Recreation Centre</u></p> <p>Available for spontaneous and rental use.</p> <p>Hours in alignment with the Fountain Park operating hours.</p> <p>Portable equipment, benches, garbage and lighting provided.</p> <p>Maintenance includes garbage collection and cleaning.</p> <p>Maintenance Inspection – Monthly.</p>
		Outdoor Playgrounds	<p>Available for spontaneous use only.</p> <p>Open year-round</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Mid Season Closure:</p> <ul style="list-style-type: none"> • Prompted by visual inspections or community feedback. • Would include isolation of damage component and/or fencing off of site or structure. <p>Exception: WWPP Playground aligns with Outdoor Spray Park hours and operation period.</p> <p>Minimum of one garbage, seating option and bike rack on site.</p> <p>Playground components are specific to site and are selected based on community engagement.</p> <p>When playground replacement occurs, existing components are looked to be consistent whenever possible (slides, swings, etc.).</p> <p>Site Inspections/Assessments:</p> <ul style="list-style-type: none"> • May to September – 1 time per month. October to April – Every second month. • Based on Canadian Standards Association playground standards. <p>Maintenance includes garbage collection.</p>

Specialty Sport Parks	Provision of a purpose-built recreational environment dedicated to specialty recreation and sports activities.	Skateboard Park	<p>Available for spontaneous use, host to one special event per year.</p> <p>Open April to November.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on weekly visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost • Based on daily visual inspection. <p>Nets, schedule signage and lighting provided.</p> <ul style="list-style-type: none"> • Photocell Lighting is provided at these facilities from dusk to 10:30 pm from April to November. • Light posts are padded. <p>Maintenance includes assessment of: surface, concrete, fencing, graffiti, and hazards, and garbage collection. During</p> <p>Operating hours of Woodlands Water Play Park, the Water Play Park Attendants are available as First Aid responders.</p>
		BMX Park	<p>St. Albert BMX Park is operated by the St. Albert BMX Club through a lease partnership with the City of St. Albert.</p>
Track Facility	Provision of running/walking track and amenities required for field training activities.	Track	<p><u>Servus Place - Indoor</u></p> <p>Available for spontaneous or programmed use only.</p> <p>Open in alignment with Servus Place hours of operation.</p>

			<p>Accessibility of Facility</p> <ul style="list-style-type: none"> • The track & training corners are open to those 16 years of age and older. • Youth who are 8 - 11 years of age are permitted on the track but with parent or guardian. • Youth 12 – 15 years of age are permitted alone on the track and training corners if they have completed of our Smart Start for Teens orientation program. Children under 8 are not permitted to use the track or equipment (babies in strollers are permitted as long as they remain inside the stroller seats). <p>Midseason closure; 3 days at the end of June for Fitness Spruce Up (track is completely closed for 1 day).</p> <p>Lockers, benches, garbage, water fountain, weight equipment and cardio equipment provided.</p> <p><u>Fowler Track - Outdoor</u></p> <p>Available for booked and spontaneous use.</p> <p>Open May to October.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on daily visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost <p>No lighting at Fowler Athletic Park.</p> <p>Maintenance occurs between Monday to Friday form 7:00am – 3:30pm.</p>
		Athletic Park	<p>Available for booked and spontaneous use.</p> <p>Open May to October.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p>

			<p>Opening/Closing Criteria:</p> <ul style="list-style-type: none"> • Based on daily visual inspection. • Opening - 100% of surface is naturally clear of snow and ice. • Closing – First permanent frost <p>No lighting at Fowler Athletic Park.</p> <p>Portable toilets:</p> <ul style="list-style-type: none"> • Provided from May to June. • Cleaned daily. <p>Parking and seating provided.</p> <p>Turf lining completed for field events for sport partners and schools only.</p> <p>Maintenance occurs between Monday to Friday from 7:00am – 3:30pm.</p> <p>Line Painting - Completed for field events for sport partners and schools only.</p> <p>Maintenance includes visual inspection, debris removal, bleacher cleaning, pits raking, core samples, aeration, fertilization, mowing and trimming of turf, garbage collection, and snow removal for access road (Completed in alignment with C-IS-01 - Snow and Ice Control Policy).</p>
Ice Arenas	Provision of maintained ice dedicated to use for recreation and sport activities.	Indoor Arenas (Go Auto Arena, Mark Messier Arena, Troy Murray Arena, Akinsdale Arena, Kinex Arena)	<p>Available for booked use only.</p> <p>Bookable Hours:</p> <p>Akinsdale/Kinex Arenas</p> <ul style="list-style-type: none"> • August – mid April – 6:00am – 12:30am • Mid April – July – 8:30am – 11:00pm <p>Go Auto, Mark Messier, Troy Murray Arenas</p> <ul style="list-style-type: none"> • August – mid April – 6:00am – 12:00am • Mid April – July – Saturday to Tuesday - 7:30am – 12:00am • Mid April – July – Wednesday to Friday – 8:30am – 11:00pm

			<p>Go Auto – August to April, Mark Messier/Troy Murray Arenas – Year-Round, Akinsdale Arena – August to April, Kinex Arena – July to April</p> <p>Specific opening and closure dates indoor arenas (except Mark Messier/Troy Murray Arena) determined annually by R&P/PW staff based on maintenance need and schedule of events.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>One mid season closure at each Mark Messier/Troy Murray in April – Two week staggered.</p> <p>Washrooms, seating, off ice viewing, dressing rooms, water fountain, score clocks, dressing room whiteboards, sound system, netting, Plastic boards (300 Lux) provided.</p> <p>Ice:</p> <ul style="list-style-type: none"> • Size: NHL size- 85ft X 200ft. • Depth: No more than 1 1/4 Inch thickness. • No less 3/4 inch thickness. • Temp: 17 F. <p>Glass:</p> <ul style="list-style-type: none"> • 6ft back 4ft sides. • Thickness: 5/8-inch 6 ft. 1/2 inch 4 ft. • Tempered Glass. <p>Boxes – players, time keepers and penalty boxes. Benches in all boxes.</p> <p>Minimum one Arena Operator is on site during operating hours.</p> <p>Maintenance time.</p> <ul style="list-style-type: none"> • Occurs Mondays between 5:00am – 10:00am. • Measure ice thickness • Ice edging <p>Maintenance includes ice plant inspections, flooding (15 minutes allotted for flooding), glass cleaning, and garbage collection.</p>
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		<p>Outdoor Rinks (Manned and Unmanned Outdoor Rinks)</p>	<p>Available for booked use and spontaneous use.</p> <p>Maximum booking of 1 hour per night, up to three nights per week at each Outdoor Rink.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Second Wednesday of December to the second week of March.</p> <p>Seasonal and Daily Opening Criteria:</p> <ul style="list-style-type: none"> • Weather permitting. • Require level, smooth and consistent ice surface. • No exposed grass or bare spots. • Based on daily visual inspection. <p>Unscheduled mid season closure – Only manned Outdoor Rink:</p> <ul style="list-style-type: none"> • Occurs if any of the opening criteria are not met. • Based on daily visual inspection. <p>Heated Building, Washrooms and Dressing rooms – Only at Manned Outdoor Rinks</p> <p>Garbage, seating, nets, boards, ice, water fountain, parking and lighting (Timer, 4:00pm – 10:00pm) provided.</p> <p>Site Supervision:</p> <ul style="list-style-type: none"> • Wednesday to Friday – 2:00pm – 10:00pm, Saturdays to Sunday – 1:00pm-9:00pm. • No supervision on STATS <p>Maintenance time.</p> <ul style="list-style-type: none"> • Wednesday to Friday between 2:00pm – 4:00pm, Saturday to Sunday between 1:00pm – 3:00pm. <p>Flooding:</p> <ul style="list-style-type: none"> • Based on visual inspection. • Inspected: Daily, Wednesday to Sunday. • 2-3 times per week.
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			<p>Maintenance includes snow clearing, cleaning, graffiti removal and garbage collection.</p> <p>Maintenance time.</p> <ul style="list-style-type: none">• Occurs Wednesday to Friday between 7:00am – 3:30pm. <p>Flooding:</p> <ul style="list-style-type: none">• Based on visual inspection.• Inspected: Daily, Monday to Friday.• 2-3 times per week. <p>Maintenance includes snow clearing, cleaning, graffiti removal, and garbage collection.</p>
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		<p>Social Ice Surface (Natural Social Ice, Unmanned Built Social Ice, Manned Built Social Ice)</p>	<p>Available for spontaneous use only with hours in alignment with Parks Bylaw 19/65.</p> <p>Built Social Ice - Second Wednesday of December to the second week of March.</p> <p>Social Ice – Entirely weather dependant based on opening. Seasonal</p> <p>Opening Criteria:</p> <ul style="list-style-type: none"> • Require level, smooth and consistent ice surface. • Built Ice - No exposed grass or bare spots. • Natural Ice - Ice thickness should at minimum cover natural material and variable across the surface. • Based on daily visual inspection, Monday to Friday. <p>Unscheduled mid season closure – Only manned Outdoor Rinks:</p> <p>Occurs if any of the opening criteria are not met and are based on daily visual inspection..</p> <p>Heated Building, Washrooms, Dressing rooms, garbage, seating, nets, ice, water fountain, parking and lighting (Timer, 4:00pm – 10:00pm) provided.</p> <p>Maintenance is done Monday to Friday between 7:00am- 3:30pm.</p> <p>Snow clearing – Daily, Monday to Friday.</p> <p>Garbage collection.</p> <p>Site Supervision: Wednesday to Friday – 2:00pm – 10:00pm, Saturdays to Sunday – 1:00pm- 9:00pm. No supervision on Statutory Hollidays.</p> <p>Maintenance occurs Wednesday to Friday between 2:00pm – 4:00pm, Saturday to Sunday between 1:00pm – 3:00pm.</p> <p>Flooding is based on visual inspection, inspected daily, Wednesday to Sunday, 2-3 times per week.</p> <p>Maintenance includes snow clearing, cleaning, graffiti removal, and garbage collection.</p> <p>Maintenance time: occurs Monday to Friday between 7:00am – 3:30pm, measure Ice weekly, 10-inch thickness minimum.</p> <p>Flooding: based on visual inspection, inspected daily Monday to Friday, 1 time per week.</p> <p>Maintenance includes snow clearing and flooding, cleaning, graffiti removal, and garbage collection.</p>
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		Leisure Ice	<p>Available for spontaneous use only.</p> <p>Offered according to Servus Place hours of operation.</p> <p>Operated from September to May.</p> <p>Specific opening and closure determined annually based on maintenance need and schedule of events.</p> <p>Washrooms, seating, off ice viewing, water fountain, sound system, skating Aids and lighting provided.</p> <p>Lighting: Provided at 300 Lux lighting standard.</p> <p>Ice: Depth: No more than 1 1/4 Inch thickness, no less 3/4 inch thickness, temp: 17 F.</p> <p>Minimum one Arena Operator on site during operating hours.</p> <p>Maintenance time: occurs Mondays between 5:00am – 10:00am., measure ice thickness and ice edging.</p> <p>Maintenance includes ice plant inspections, cleaning, garbage collection.</p> <p>Flooding is inspected daily.</p> <p>Time allotted - 10 minute.</p>
		Curling Rink	<p>St. Albert Curling Club is operated by St. Albert Curling Club through a lease partnership with the City of St. Albert. This group operates with their own model outside of the City of St. Albert standards.</p>

Meeting Spaces	A space provided for events such as social gatherings, business conferences and meetings.	Meeting Rooms	<p><u>Servus Place and Fountain Park Meeting Rooms</u></p> <p>Offered for rental and program use.</p> <p>Operates 363 days per year (Christmas Day and New Year's Day Closure).</p> <p>Offered according to Servus Place hours of operation and Fountain Park hours of operation respectively.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Tables, chairs, power, recycling, garbage, lights, meeting supplies, AV supplies and sinks (except Tournament Room) provided.</p> <p>Cleaning and equipment set-ups are completed to support the usage schedule.</p> <p><u>Akinsdale Arena Meeting Room</u></p> <p>Offered for rental and program use.</p> <ul style="list-style-type: none"> • August – mid April – 6:00am – 12:30am • Mid April – July – 8:30am – 11:00pm <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Tables, chairs, power, recycling, garbage, and lights provided.</p> <p>Cleaning is completed to support the usage schedule.</p> <p>No equipment set-ups are provided.</p> <p><u>Riel Amenities Building Meeting Room</u></p> <p>Offered for rental and program use.</p> <p>Open April to November. Bookable Hours – 8:30am – 11:00pm</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Tables, chairs, power, recycling, garbage, and lights provided.</p> <p>Cleaning is completed to support the usage schedule.</p> <p>No equipment set-ups are provided.</p>
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		Clubhouses	<p><u>Mission Clubhouse</u> - Operated through license of occupation with St. Albert Tennis Association.</p> <p><u>Grandin, Lacombe, Willoughby and Alpine Clubhouse</u></p> <p>Available for booked use only with maximum of one booking per day.</p> <p>Operated year round.</p> <p>Operating hours – 8:00am – 10:00pm. May book outside of hours based on specific request.</p> <p>Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Lighting and limited power access provided.</p> <p>Inspections are done bi-annually, and facility is maintained to current state.</p> <p>Groups/individuals booking facility are responsible for own facility set-up.</p>
		Picnic Shelters (Lion's Park – Large and Small Shelters)	<p>Available year round.</p> <p>Hours in alignment with Parks Bylaw 19/65.</p> <p>Lion's Park – Large Picnic Shelter</p> <ul style="list-style-type: none"> • Available for booked and spontaneous use. • Facility is booked between May 1 and Thanksgiving weekend. • No fee for picnic shelter booking. <p>Lions Parks – Small Picnic Shelter</p> <ul style="list-style-type: none"> • Available for spontaneous use only. <p>Picnic tables and standard electrical plug provided at site.</p> <p>Lion's Park Large Picnic shelter – Signage schedule posted weekly at site.</p> <p>Shelters are not heated.</p> <p>Inspections</p> <ul style="list-style-type: none"> • Maintenance inspection completed annually. • Visual inspection completed daily.
		School Classroom and Lunchroom Space	Available for booked use through Reciprocal Use Agreement. School classrooms and lunchroom spaces are maintained by the specific school divisions.

Parks and Open Spaces

Service Name	Service Definition	Service Component	Current Service Level
Access to Parks and Open Spaces	<p>Access to parks, specific-use open space area which is managed to provide opportunities for recreation, education, cultural or aesthetic use and open spaces, owned and maintained by a public agency and dedicated to the common use and enjoyment of the general public.</p> <p>Open spaces include open green space, parks, public squares or other spaces and may include stormwater ponds or systems.</p>	Conservation Park	<p>Natural areas of land and/or water that are dominated by native ecosystems and vegetation in naturally occurring patterns.</p> <p>Provide appropriate low-impact and low density outdoor recreation opportunities and serve as physical connections throughout the City.</p>
		City Parks	<p>A major multi-purpose destination for structured and unstructured recreation, social gathering and community events that attract residents from across the City and motivates people from the Capital Region to visit the City. These parks provide unique recreation opportunities and contain features that are not found in Community of Neighbourhood Parks.</p> <p>Open for use between 5:00 am - 11:00 pm based on the Parks Bylaw.</p> <p>Free access</p>
		Community Park	<p>Contain structured recreation amenities not available in City Parks or Neighbourhood Parks such as ball diamonds, outdoor rinks, sport fields, tennis courts, etc, either in association with a designated school site or on its own.</p> <p>Open for use between 5:00 am - 11:00 pm based on the Parks Bylaw.</p> <p>Free access</p>
		Neighbourhood Park	<p>The outdoor recreation focal point of a neighbourhood, these parks provide unstructured active and passive recreation opportunities for a variety of ages that are tailored to the interests of residents in the neighbourhood.</p> <p>Open for use between 5:00 am - 11:00 pm based on the Parks Bylaw.</p> <p>Free access.</p>

Parks and Open Spaces

Service Name	Service Definition	Service Component	Current Service Level
		Urban Square	<p>These are flexible spaces that provide opportunity for community gathering, civic events and social interaction. They contribute to the character, vibrancy and livability of higher density mixed use and commercial areas.</p> <p>Hours are in alignment with Parks Bylaw 19/65.</p> <p>Free access.</p>
		Connector	<p>Connectors provide physical connections and access to and between neighbourhoods, parks, shopping areas, roads and other destinations in the City.</p> <p>Hours are in alignment with Parks Bylaw 19/65.</p> <p>Free access.</p>
		Trail System	<p>Offers linkages to parks and open spaces</p> <p>As of June 2016, there are 95.79 kilometres of trails.</p> <p>Hours are in alignment with Parks Bylaw 19/65.</p> <p>Free access.</p>
		Dog Designated Areas	<p>Off leash sites and dog parks locations of use within St. Albert where dogs and dog owners can meet, exercise, mingle and socialize.</p> <p>Free access, spontaneous spaces.</p>

Social Support

This section lists programs and associated services that support children, youth, young families and adult’s well being.

Counselling and Outreach Services			
Service Name	Service Definition	Service Component	Current Service Level
Individual and Family support services	Provision of free, confidential counselling to school-aged children, youth, young adults, adults and families.	Healthy lifestyle and well-being	One full time Family School Liaison Counsellors is available to assist school aged children with a family centred model.
		Social responsibility	One full time Community Counsellor. One full-time Intake Counsellor available to assist youth in need. Counselling services are provided at no cost to clients, with a maximum caseload of 25 each. Response to correspondence is within 2 business days.

City Assets Management

This section lists programs and associated services that support management and protection of City of St. Albert Assets.

Assets Management			
Service Name	Service Definition	Service Component	Current Service Level
Transportation Network	Planning, budgeting and scheduling of appropriate preservation, restoration and rehabilitation activities to meet service levels and quality life expectancy of varying transportation infrastructure.	Local, Collectors and Arterial Roadways and back lanes (inclusive of roadway surface, curb and gutter)	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. The network is evaluated on a 3-year cycle.
		Sidewalks and trails	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. The trail network is evaluated on a 3-year cycle. The sidewalk network is evaluated on a 5-year cycle.
		Bridge structures	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. Major bridge structures are evaluated annually. Minor bridge structures are evaluated every 2 years.
		Parking lots	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. Evaluated every 3 years.
		Street lights	Not evaluated internally; however, city may respond to public requests for new streetlights or operating concerns and forward or collaborate with the utility contractor. Response is provided within 5 business days.

Assets Management

Service Name	Service Definition	Service Component	Current Service Level
		Signs, Signals and Road-markings	<p>Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”.</p> <p>Signals and road-markings are evaluated annually.</p> <p>Signs are evaluated on a 3-year cycle.</p> <p>Additional inspection / action may be taken on a “response to concern” basis.</p>
Buildings/Facilities Maintenance	Maintenance and upgrade of city facilities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	City Facility Inspections	Varies with type of service provided, Structural, Mechanical, Electrical. See Long Term Plan for specific details of service level targets.
		Preventive maintenance	
		Capital repairs to buildings and facilities	
		Repairs / Maintenance	
Fleet Management	Procurement, maintenance and repair of City fleet and mobile equipment.	Vehicle and equipment replacement and procurement	<p>Perform an ongoing review of life cycles to optimize the life of the vehicle - address units/vehicles that require a different life based on its actual use.</p> <p>Improve equipment inventories and expand the replacement fund to include a broader range of major attachments. Improve usage reporting.</p>
		Vehicle and equipment inspections	Vehicle usage is monitored by the fleet controller who in turn schedules work internally and externally based on available resources and meeting legislated guidelines.
		Vehicle and equipment maintenance	Customers drop off the equipment at our drop off centre and seasonal overhaul programs.

Assets Management

Service Name	Service Definition	Service Component	Current Service Level
		Vehicle and equipment repairs	Initial diagnostics completed in a quick service bay and dependent upon magnitude of the repair and availability of parts, the fleet controller will schedule the repair.
		Capital Replacement/Procurement	Perform an ongoing review of life cycles to optimize the life of the vehicle - address units/vehicles that require a different life cycle based on its actual use. Improve equipment inventories and expand the replacement fund to include a broader range of major attachments. Improve usage reporting.
		Inspections	Vehicle usage is monitored by the fleet controller who in turn schedules work internally and externally based on available resources and meeting legislated guidelines.
		Maintenance	Customers drop off the equipment at our drop off centre and seasonal overhaul programs.
		Repairs	Initial diagnostics are completed in a quick service bay and depending on the magnitude of the repair and availability of parts, the fleet controller will schedule the repair.
Transit Fixed Assets	Maintenance and upgrade of city facilities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	Transit Benches maintenance and upgrade	Preventative maintenance and repairs as required.
		Transit shelters maintenance and upgrade	
		Transit centres maintenance and upgrade	

Assets Management			
Service Name	Service Definition	Service Component	Current Service Level
Park Furniture and Assets Maintenance	Maintenance, upgrade and replacement of park furniture and assets to ensure safe, well-maintained, well-functioning facilities for participants' enjoyment.	Inspection and repair/replace	Regular inspections and maintenance as required.
Playground Maintenance	Maintenance, upgrade and replacement of playground equipment to ensure safe, well-maintained, well-functioning facilities for participants' enjoyment.	Playground Inspections	Regular inspections and maintenance based on season and use of playgrounds.
		Playground repairs and maintenance	
Maintenance and upgrade of city's recreational facilities, ice surfaces and outdoor sport facilities	Maintenance and upgrade of city facilities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	Indoor Recreation Facilities operation and program support	Maintenance is done on City arenas and field houses completed as required.
		Outdoor Ice Surface Operation and Maintenance.	All boarded and non-boarded city outdoor ice surfaces
		Outdoor Sport Facilities maintenance and program support.	Tennis courts, Pickleball courts and Riel Sportfield

Governance and Public Communication and Participation

This section lists programs and associated services that provide opportunities for public participation and help ensure City of St. Albert is responsive and accountable government that delivers value to the community.

Governance			
Service Name	Service Definition	Service Component	Current Service Level
Conducting Municipal Censes	Organization and coordination of municipal censes.	Not applicable	Censes are conducted every two years.
Conducting Votes of Electors	Organization, coordination and delivery of municipal election.	Not applicable	Election is organized and conducted every 4 years.
Legislative Support	Provision of technical advice and expertise regarding compliance with governing legislation and coordination of the development of agendas, reports, materials and minutes/records for council and committee meetings. Provision of resources required to conduct efficient and effective meetings of City Council, Council Committees, Administration, Quasi-Judicial Bodies, Task Forces and other officially constituted bodies.	City Council	Agenda is forwarded to Council on Wednesday prior to Monday meeting and made available to public on Friday prior to Monday meeting. Un-adopted minutes of the meeting are posted on City's website within five days following Council meeting.
		Council Committees	To be developed.
		Task Forces	To be developed.
		Quasi-Judicial Bodies	To be developed.
		Members of the public	Inquiries are responded to within one business day.

Public Communication and Participation			
Service Name	Service Definition	Service Component	Current Service Level
Public Communication	The dissemination of information internally and externally with the intent to inform, educate and engage by sharing information on various cultural and recreational programs and services offered.	Not applicable	Public communication provided through social media and website. Standards are currently in development.
Public Participation	Provision of opportunities for residents and stakeholders to provide input to Council and Administration into decisions affecting the community.	Corporate Wide Opportunities	City offers opportunities for residents to provide input into community design, capital projects, Servus Place customer client satisfaction and other items as they arise, that have an affect on the community. Service Levels are in development for the corporate wide public participation initiatives.
		Community Satisfaction Survey	Conducted bi-annually. Offered by phone with target of giving 400 residents to provide their opinion, perceptions and levels of satisfaction with services, quality of life and governance. Survey is also offered online by invitation and online open for all stakeholders. Survey results are shared with Council and published on City's website within 40 of completions.
		World Café Discussions	Discussion groups are organized twice annually to provide randomly selected residents an opportunity to provide input into Council's priorities, business plan and budget.
		Community Open House	The Open House is organized annually, following the City Manager's presentation of the proposed budget. All residents and stakeholders are welcomed to attend and participate.

Public Communication and Participation			
Service Name	Service Definition	Service Component	Current Service Level
Website and Online Communications	Provision of information and resources to residents and community using City website and social media.	Management of corporate social media accounts	To be determined.
		Website content management	To be developed (visual style guide, content guide, review schedule).
Corporate Reporting to Community	Provision of progress update on Council's Strategic Plan, financials and key performance indicators to support transparency to the community through regular reporting of the City's achievements.	City's Annual Report	Report is prepared annually to provide update on progress toward achieving established goals and to report on City's financial position. Financial statements are provided annually, in accordance with Generally Accepted Accounting Principles (GAAP), Municipal Government Act (MGA) and Public-Sector Accounting Board (PSAB) Standards. Financial statements are submitted annually to Municipal Affairs by May 1. Municipal and utility operating budgets are prepared for a three (3) year period and approved for a one (1) year period.
		Corporate quarterly reports	Corporate reports are provided to Council on a quarterly basis to meet Council's need for regular and formal communication from the City Manager.
		StATracker Performance Dashboard	The StATracker Performance Dashboard is updated quarterly and published on the City's website.
Media Relations	Management of media relations, contacts and interviews: monitoring City related media coverage; preparation and distribution of news releases and media advisories.	Media Advisories and news releases	Media are acknowledged within two hours whenever possible and at all times within a business day from the time of contact. City responds to media inquiries and/or accommodate interview requests within requested or negotiated timelines.
		Media events	Provide notice to media at least 24 hours prior to an event. For every event, notice is immediate, upon scheduling an event.

APPENDIX A

Definitions

TERM	DESCRIPTION
Program	<p><i>A program is a group of services that address one of the primary purposes of local government.</i></p> <p>A program is delivered through a collection of services that contribute to the program goals and comply with the program strategy. Programs provide the context for determining the services to be delivered and provide an essential management structure for services. A program is implemented through a portfolio of services that contribute to the achievement of program outcomes.</p>
Service	<p>A service delivers an output that satisfy the needs of clients or target group and contribute to the achievement of applicable program goals. Services are demand driven instead of supply-driven, keeping them responsive to changing needs.</p>
Service Component	<p>Service components exist when there are different outputs to clients, clients or both.</p>
Service Level	<p>Service level is a statement that tells clients what level (usually in measurable terms) of service they are receiving. It is a service promise to a client.</p>