

CITY OF ST. ALBERT SERVICES AND SERVICE LEVELS INVENTORY

APRIL 2021



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 Services and Service Levels Inventory helps better articulate services provided to residents and the community. It also helps 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 services with details provided on services delivered to the 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 groups, 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 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. It describes services from the view of the person or group receiving the service. Delivery of services to the 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 as 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.

Definitions

Term	Description
Program	A program is a group of services that addresses one of the primary purposes of local government.
	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.
Service	A service delivers an output that satisfies the needs of clients or target groups and contribute to the achievement of applicable program goals. Services are demand driven instead of supply-driven, keeping them responsive to changing needs.
Service Component	Service components exist when there are different clients, outputs to clients or both.
Service Level	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.

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.

Service	Description	Service Component	Service Level
PROGRAM			
A.1 Front Counter Services			
A.1.1 Customer Service Inquiries – City's main telephone line and contact form	First point of contact, responding and directing to appropriate departments, inquiries received through the main City telephone line. Monitoring the main City website contact form and social media account, responding to general inquiries and/or directing inquiries to the appropriate department. Providing front counter support for walk-in customers at the Charter Place Building.	A.1.1.a Main City Phone Line (1500 Line)	The main line is answered Monday to Friday 8:00 a.m. to 5:00 p.m. by a representative. Automated menu options are available for customers to select a department they would like to contact. An option is available for immediate contact with the City (0). After hours and on the weekends, emergency contact information is provided through automated voice message. General inquiries are responded to immediately and specific inquiries are directed to appropriate departments for response.
		A.1.1.b City Contact Form Inquiries	Contact form inquiries are monitored 8:00 a.m. to 5:00 p.m. Monday to Friday. Automatic reply is sent to customer immediately, to notify them of response timelines. Inquiries are responded to within one business day. For more complex inquiries, customer is notified of time required to respond.
		A.1.1.c Social Media Inquiries	City's main Social Media account is monitored 8:00 a.m. to 5:00 p.m., Monday to Friday.General inquiries are responded to within one business day.Specific inquiries are forwarded to appropriate department for response within two business days. For inquiries requiring more time, the customer is notified of the response timelines.
A.1.2 Customer Inquiries and Assistance - Assessment and Taxation	Front line customer service for assessment and taxation inquiries.	A.1.2.a Customer Inquiries and Assistance - Assessment and Taxation	Hours of operation for 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.
A.1.3 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.	A.1.3.a Annual and Supplemental Tax Levy Administration	Tax levy preparation meets annual deadlines as contained within the Municipal Government Act (MGA).
		A.1.3.b Land Title Change Processing	Land title changes are processed semi-monthly.
		A.1.3.c Pre-Authorized Tax (PAT) Payment Management	PAT accounts are administered semi-monthly, on an as-required basis.
		A.1.3.d School Support Declaration Administration	School support declaration changes and updates are processed

Service	Description	Service Component	Service Level
		A.1.3.e Property Tax Billing and Collections	School support declaration changes and updates are processed Tax billings occur in set frequencies (3) per year. Tax collections are transnational and occur daily. Highest service level volume is during June, as the tax payment deadline is June 30th annually.
A.1.4 Non-Tax 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.	A.1.4.a Ambulance Billing Preparation and Payments Processing	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 payments received are recorded within two business days. Requests for information are acknowledged within one business day.
		A.1.4.b General Invoicing and Payment Processing	Hours of operation are Monday to Friday from 8:00 a.m. to 5:00 p.m. Invoices are issued within 5 business days for general invoicing.
A.1.5 Utility Accounts Management	Management of utility accounts for water, wastewater, storm water and solid waste (organics and recycling).	A.1.5.a Account Set up and Closure	Hours of operation are Monday to Friday from 8:00 p.m. to 5:00 p.m. Accounts are set up and closed within 5 business days. Service is provided in-person, by phone and online.
		A.1.5.b Utility Customer Inquiries	Hours of operation are Monday to Friday from 8:00 p.m. to 5:00 p.m. In-person inquiries addressed immediately. All other general inquiries are responded to within one business day. Done in person, e-mail, online and by phone.
		A.1.5.c Utility Customer Billing Issuance and Payment Collection	Bills are processed and issued monthly. Paper and electronic options are available. Bills are due 21 days following the bill issuance before late payment fee is applied. Payments are collected through pre-authorized withdrawals, online, by mail and in person at the Customer Service Front Counter. Customers are contacted by phone or written notice to advise of non-payment.
		A.1.5.d Meter Reading	<p>Standard meter readings are done automatically through a ‘remote reading device’ and do not require a site visit.</p> <p>Non-standard meter readings are done through sites visits, twice a year. The customer is responsible to report their own meter readings to the City for the other months.</p>

Service	Description	Service Component	Service Level
A.1.6 Business Licensing	Processing of business license applications and provision of industry specific requirements and regulations for businesses looking to operate in St. Albert. Responding to complaints regarding business licensing regulations.	A.1.6.a Business Licensing	Respond to all general inquiries and those related to business licensing requirements within one business day. When all licensing requirements are met, license is issued within one business day. Payment is available online, through direct bank deposits, and in person.
		A.1.6.b Vehicle for Hire Licensing	Applications reviewed and processed for taxi fleets and similar service providers wanting to operate in St. Albert. New licenses are issued within 5 days once all application requirements are met. Follow-up is done on a weekly basis until all required information is received. Driver roster is updated annually or when requested by businesses. Confidential information is stored on a secure network.
		A.1.6.c Compliance and Complaint Investigations	Complaints are acknowledged within one business day. Investigation is initiated within one working week. Follow up is done once investigation is completed. Timing is dependent on the complexity of the complaint. Share information with external enforcement agencies when necessary, within one business day to aid with general law compliance and investigation.
A.1.7 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.	A.1.7.a Permit and Licence Issuance for Special Use Area	To be developed.
A.1.8 Planning and Development Related Customer Inquiries	Responding to customers' general inquiries related to planning and development.	A.1.8.a Planning and Development Related Customer Inquiries	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.
A.1.9 Engineering Related Customer Inquiries	Respond to residents' engineering needs, requests, complaints and inquiries about developments, transportation and infrastructure inspections and repairs.	A.1.9.a 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.
		A.1.9.b Public right of way 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 days. Traffic count data is collected annually (information summarized by December 31 of the calendar year).
A.1.10 Construction Information Desk	Provision of central contact point for residents' inquiries on capital construction projects.	A.1.10.a Construction Information Desk	Acknowledge request within 2 business days. Response within 5 business days.

Service	Description	Service Component	Service Level										
A.1.11 Policing Front Counter Services	Responding to requests, inquiries, complaints and reports payment processing and issuance of permits and licences.	A.1.11.a Alarm Permits and False Alarm Response Fees Payments	<div>In person at Maloney Place:</div> <table><tr><td></td><td>Hours</td></tr><tr><td>Monday</td><td>8:00 a.m. to 9:00 p.m.</td></tr><tr><td>Tuesday - Friday</td><td>8:00 a.m. to 6:30 p.m.</td></tr><tr><td>Saturday</td><td>8:00 a.m. to 5:00 p.m.</td></tr><tr><td>Sunday / Statutory Holidays</td><td>Closed. Online payment services are available at https://stalbert.ca/city-services/e-services/.</td></tr></table>		Hours	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 / Statutory Holidays	Closed. Online payment services are available at https://stalbert.ca/city-services/e-services/ .
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		Monday	8:00 a.m. to 9:00 p.m.										
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		Saturday	8:00 a.m. to 5:00 p.m.										
		Sunday / Statutory Holidays	Closed. Online payment services are available at https://stalbert.ca/city-services/e-services/ .										
A.1.11.b Dog Licensing Purchase and Renewals	Payments can be made in person at Maloney Place during the regular business hours. In person payment also available at St. Albert Place 8 a.m. – 5 p.m. Monday to Friday, closed on Weekends and Holidays.												
A.1.11.c Parking Ticket Payments Processing	Payments can be made in person at Maloney Place during the regular business hours. Online payment services available at https://stalbert.ca/city-services/e-services/ .												
A.1.11.d Criminal record, Police Information requests, Fingerprint Services	Applications are accepted in person at Maloney Place during the regular business hours. Basic Criminal Record Check is processed in two business days (unless extenuating circumstances exists, or delay is caused by outside policing agencies). Appointments for fingerprinting are required. Results are available immediately upon completion of fingerprints (unless extenuating circumstances exist or delay in Federal government software/network link). Other Police Information requests processing vary depending on complexity of request and information requiring review and processing.												
A.1.11.e Collision and crime/disorder reporting	Collision and crime/disorder reports are accepted in person at Maloney Place during the regular business hours.												

Service	Description	Service Component	Service Level
		A.1.11.f Found Dog Intake and Claiming	Drop-off and pickup are accepted in person at Maloney Place during the regular business hours.
		A.1.11.g Parolee Sign-In	Accepted in person at Maloney Place during the regular business hours.
A.1.12 Cemetery Management	Respond to clients' cemetery needs, requests, complaints and inquiries about cemetery standards, fees and appointments.	A.1.12.a Cemetery Management	Respond to clients' cemetery needs, requests, complaints and inquiries about cemetery standards, fees and appointments.
A.1.13 Processing of Freedom of Information and Protection of Privacy (FOIP) requests	Processing formal requests to access records based on the FOIP Act.	A.1.13.a Processing of Freedom of Information and Protection of Privacy (FOIP) requests	Records are managed in accordance to the Freedom of Information and Protection of Privacy (FOIP) Act.
A.1.14 Transit Inquiries and Front Counter Services	Providing information and resources related to transit including trip planning, sale of transit passes, general inquiries lost and found.	A.1.14.a Sale of passes and general inquiries	<p>Hours of operation are Monday to Friday 8:00 a.m. to 5:00 p.m.</p> <p>Services are provided in-person, by phone and e-mail.</p> <p>All fare products are available for sale to walk in clients.</p> <ul style="list-style-type: none"> • All fare products are sold out of Liggett Place. • City Hall customer service counter sell all fare products. Hours of operation are Monday to Friday 8:00 a.m. to 5:00 p.m. • Passes and tickets that do not require ID are sold in 8 retail outlets in St. Albert. Hours of operation vary <p>Lost and found items are kept for 30 days. After 30 days, important items are turned to Police and other items are donated to a local not-for-profit organization.</p>

Service	Description	Service Component	Service Level
		A.1.14.b Trip Planning	Service is provided in person, via email, and over the phone, Monday to Friday 8:00 a.m. to 5:00 p.m. In-person and phone requests are responded to immediately. Email requests are responded to within two business days.
A.1.15 Public Works Inquiries and Front Counter Services	Front line customer service for Public Works, Utilities and Environment.	A.1.15.a General inquiries, ACP Permit applications; hydrant meter rentals, supplies distribution	In person and over the phone Monday to Friday 7:30 a.m. to 4:00 p.m. General Inquiries are responded to immediately. Access to City Property Permit applications are processed immediately. Applications are completed within 2 business days.
		A.1.15.b Customer Service Requests – non-emergent issues	In person and over the phone Monday to Friday 7:30 a.m. to 4:00 p.m. Inquiries/request can also be submitted through the City's website and SeeClickFix reports. Non-emergency inquiries/request generate customer service request that is responded to within two business days for general inquiries/requests. For inquiries/request that require more time to complete (tree cutting, concrete work, etc.), customer is notified of the estimated timeframe for work to be completed, if requested.
		A.1.15.c Customer Service Requests – emergent issues	In person and over the phone Monday to Friday 7:30 a.m. to 4:00 p.m. Inquiries/requests can also be submitted through the City's website and SeeClickFix reports. Customer service request is created immediately. Reports including (but not limited to) an environmental spill, household sewer back-up, winter sanding request, damage to playground equipment, flooding or water main break result in an immediate call to service area for response accordingly.
A.1.16 Community Services Front Desk	Responding and directing to appropriate departments inquiries received through the Community Services telephone line.	A.1.16.a Community Services Phone Line	The telephone is answered Monday to Friday 8:00 a.m. to 5:00 p.m. by a representative. After hours and on the weekends, emergency contact information is provided through automated voice message. General inquiries are responded to immediately and specific inquiries are directed to appropriate departments for response (including facility bookings). Representatives provide counter support for walk-in customers for program registration and the Assured Income for Severely Handicapped (AISH) bus pass sales.

Service	Description	Service Component	Service Level												
A.1.17 Arden Theatre Box Office	A functional box office for ticketing services for The Arden Theatre, City of St. Albert events and rental clients.	A.1.17.a Arden Theatre Box Office Line	<p>Ticketing services includes event information, transaction services, and ticket printing services.</p> <p>Hours of operation are:</p> <ul style="list-style-type: none">Monday to Friday: 9:30 a.m. - 5:30 p.m.Saturday/Sunday/Statutory Holidays: ClosedBox Office opens one hour prior to performance												
A.1.18 Client Services at Recreational Facilities	Provision of assistance and advice through front desk, in-person and phone operations at Grosvenor Outdoor Pool, Fountain Park Recreation Centre and Servus Place.	A.1.18.a Admission, Membership and Miscellaneous sales	<p>Admission and Membership sales are available according to the following schedule:</p> <table><tr><th>Venue</th><th>Hours</th><th>Hours are modified on the following Statutory Holidays</th></tr><tr><td>Fountain Park Recreation Centre (Operates 363 days per year.)</td><td>M-F: 5:30 a.m. to 10:00 p.m. Sat: 6:00 a.m. to 8:30 p.m. Sun: 7:00 a.m. to 8:30 p.m.</td><td>Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Boxing Day and New Years Eve. Closed Christmas Day and New Year's Day.</td></tr><tr><td>Grosvenor Outdoor Pool (Operates from the fourth Saturday in May to Labour Day Monday.)</td><td>May and June M-F: 8:30am – 9:00pm Sat & Sun: 10:00am – 9:00pm July and August M-F: 7:30am – 9:00pm Sat & Sun: 10:00am – 9:00pm</td><td>Canada Day, Heritage Day, Labour Day.</td></tr><tr><td>Servus Credit Union Place (Operates 363 days per year.)</td><td>M-F: 5:30 p.m. to 10:30 p.m. Sat: 6:30 a.m. to 10:30 p.m. Sun: 6:30 a.m. to 9:30 p.m.</td><td>Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Boxing Day and New Years Eve. Closed Christmas Day and New Year's Day.</td></tr></table> <p>Grosvenor Outdoor Pool and Servus Place Admission and Membership sales are processed immediately. Payment is due immediately. Payment is accepted in cash, cheque, gift card, debit or credit card form. Confirmation of day admission is provided via paper and confirmation of Membership Registration is provided via paper or email.</p>	Venue	Hours	Hours are modified on the following Statutory Holidays	Fountain Park Recreation Centre (Operates 363 days per year.)	M-F: 5:30 a.m. to 10:00 p.m. Sat: 6:00 a.m. to 8:30 p.m. Sun: 7:00 a.m. to 8:30 p.m.	Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Boxing Day and New Years Eve. Closed Christmas Day and New Year's Day.	Grosvenor Outdoor Pool (Operates from the fourth Saturday in May to Labour Day Monday.)	May and June M-F: 8:30am – 9:00pm Sat & Sun: 10:00am – 9:00pm July and August M-F: 7:30am – 9:00pm Sat & Sun: 10:00am – 9:00pm	Canada Day, Heritage Day, Labour Day.	Servus Credit Union Place (Operates 363 days per year.)	M-F: 5:30 p.m. to 10:30 p.m. Sat: 6:30 a.m. to 10:30 p.m. Sun: 6:30 a.m. to 9:30 p.m.	Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Boxing Day and New Years Eve. Closed Christmas Day and New Year's Day.
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Servus Credit Union Place (Operates 363 days per year.)	M-F: 5:30 p.m. to 10:30 p.m. Sat: 6:30 a.m. to 10:30 p.m. Sun: 6:30 a.m. to 9:30 p.m.	Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Eve, Boxing Day and New Years Eve. Closed Christmas Day and New Year's Day.													

Service	Description	Service Component	Service Level
			<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. Rates for admission and memberships are governed through Council Policy C-FS-16: Municipal Fees and Charges Policy.</p> <p>Phone calls are answered with the same standard greeting. All messages are responded to with a two-business day turn around.</p>
		A.1.18.b Program Registrations	<p>Program registrations are offered in person, online and via telephone.</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)• Offered based on Fountain Park hours of operation. <p>Servus Place</p> <ul style="list-style-type: none">• Operates 363 days per year (closed Christmas Day and New Year’s Day).• 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. All messages are responded to with a two-business day turn around.</p>
PROGRAM			
A.2 Provision of Commercial Services			

Service	Description	Service Component	Service Level
A.2.1 Food and Beverage Services	Food and beverage services provided to the public within City owned facilities to enhance the client/visitor experience.	A.2.1.a Concession, Restaurant and Food Truck Services	<p>General</p> <ul style="list-style-type: none">• Service is provided through third party or direct operation.• Operational guidelines as per agreements.• Hours of service provision as per agreements. <p>Directly Operated</p> <ul style="list-style-type: none">• Servus Credit Union Place – Starbucks• The Arden Theatre <p>Third Party Operated</p> <p>Operational guidelines are as per agreement, including hours of operation.</p> <p>Provided at:</p> <ul style="list-style-type: none">• Jarome Iginla Arena• Fountain Park Recreation Centre• Grosvenor Outdoor Pool• Larry Olexiuk Field• Servus Credit Union Place• Woodlands Water Play Park
		A.2.1.b Snack and Beverage Services	<p>General</p> <ul style="list-style-type: none">• Service is provided through third party operation.• Hours of service provision align with operating hours for the respective facilities. <p>Provided through third party at:</p> <ul style="list-style-type: none">• Jarome Iginla Arena• Fountain Park Recreation Centre• Kinex Arena• Servus Credit Union Place• St. Albert Place

Service	Description	Service Component	Service Level
A.2.2 Retail and Professional Services	Services provided to the public within City owned facilities to enhance the client/visitor experience.	A.2.2.a Retail and Professional Services	<p>General</p> <ul style="list-style-type: none"> • Service is provided through third party operation. • Operational guidelines as per agreements. • Hours of service provision as per agreements. <p>Provided at:</p> <ul style="list-style-type: none"> • Servus Credit Union Place • St. Albert Place
PROGRAM A.3 Facility Bookings			
A.3.1 Booking Opportunities of City Facilities	Provision of booking opportunities and access to recreational and cultural facilities operated by the City.	A.3.1.a Cultural Facilities	<p>St. Albert Place Visual Arts Studios</p> <ul style="list-style-type: none"> • Studios are available to guilds, schools, not-for-profit, and commercial use during St. Albert Place hours of operation. <p>The Arden Theatre hours of operation are from 8:00 am - 11:00 pm, 363 days a year.</p> <p>St. Albert Place Lobby and Plaza hours of operation for public use:</p> <ul style="list-style-type: none"> • Monday through Friday 7:00 am to 11:00 pm • Saturday, Sunday and Stat Holidays 7:00 am to 9:00 pm • Christmas Day and New Year's Day the building is closed • Open during the Community-Wide Special Events.
		A.3.1.b Recreation and Sport Facilities	<p>Facility bookings are offered in person and via telephone.</p> <p>In general, all payments for bookings are due immediately. Only organizations booking within the following conditions, may be extended payment terms beyond the rental date:</p> <ul style="list-style-type: none"> • Booking 500 + hours a year • Granted approval in extenuating circumstances based on Administration approval <p>Payment is accepted in cash, cheque, gift card, debit or credit card form. Confirmation of booking is provided via paper or email.</p>

Community Development, Family and Community Support and Prevention Services

This section lists programs and associated services that aim to achieve friendly and inclusive community where everyone feels a sense of belonging. In partnership with the Province, locally driven preventative social initiatives are delivered to enhance the well-being of individuals, families, and communities.

Service	Description	Service Component	Service Level
PROGRAM			
B.1 Community Capacity Building			
B.1.1 Information and Resources	As mandated by the Provincial Family and Community Support Services (FCSS) Legislation, individual, group, and community initiatives are provided to schools, local organizations and residents of all ages and circumstance to help build knowledge of social services programs and resources.	B.1.1.a Information and Resources	At least three public events are attended annually to inform residents of available social services and support. Two community and neighbourhood crime prevention sessions are hosted annually in partnership with community organizations. A minimum of six opportunities are scheduled throughout the year for residents to learn and exchange ideas and information on how to build a stronger community.
B.1.2 Education and Training	Individual, group, and community initiatives for schools, local organizations and residents of all ages and circumstance to help build an increased knowledge of social issues facing the community as a preventative approach to addressing social issues.	B.1.2.a Education and Training	Host or partner in a minimum of two community mental health presentations each year to educate and support residents. Facilitate a minimum of 8 mental health and/or suicide intervention workshops for residents and the staff of local organizations, residents, and City staff. Annually 400 school presentations are provided on topics determined collaboratively between school administration and the City. At least one mock emergency is facilitated for the Emergency Reception Centre, to ensure preparedness. Facilitate at least 5 annual corporate and community learning opportunities on diversity-related topics. In conjunction with community partners ensure the poverty profile for St Albert is updated and used as a mechanism to bring about greater awareness. Number of meetings/activities may be adjusted by the department to meet community's needs.

Service	Description	Service Component	Service Level
B.1.3 Community Building Events	Individual, group, and community initiatives for schools, local organizations and residents of all ages and circumstance to help build capacity towards the prevention of social issues.	B.1.3.a Community Building Events	Current resources support up to 150 block parties. Hosts can access information, support and supplies on a first come, first serve basis. Twenty-five (25) Little Free Libraries ambassadors receive procedural support. Hosts can access information, support and supplies on a first come, first serve basis. A minimum of 35 meetings with youth are hosted each year for youth development. A minimum of six youth focused activities are hosted each year. A minimum of three annual inter-agency exchanges are held with community partners to discuss emerging trends, opportunities and challenges. At least three public events are attended annually to engage residents and share Welcoming and Inclusive Community initiatives that the City is involved in. Host annual event that brings residents together to work on a helping project while educating on the impacts poverty. Number of meetings/activities may be adjusted by the department to meet community's needs.
PROGRAM			
B.2 Counselling and Outreach Services			
B.2.1 Individual and Family Support Services	Provision of confidential counselling to school-aged children, youth, young adults, adults and families.	B.2.1.a Individual and Family Support Services	Counselling services are provided at no cost to clients, with a maximum caseload of 25 each. Two full-time Family School Liaison Counsellors are available to assist school aged children with a family centred model. One full-time Community Intake Counsellor is available to assist youth and young adults (15-24) in need. Short-term counselling is provided and clients with specific needs are referred to the appropriate resources immediately. Response to general inquiries is within 2 business days. Calls received from an individual in crisis are referred immediately.
B.2.2 Delivery of Financial Support Programs	Financial support to the implementation of subsidy programs.	B.2.2.b Crisis Aversion Fund	Financial support to avert crisis available for qualified St. Albert residents.
PROGRAM			
B.3 Community Groups Support			
B.3.1 Community Groups Support Services	Facilitation and support to recreation community groups to provide advice, educate, communicate, inform and build capacity and support program delivery in the community.	B.3.1.a Organization and Board Development	Respond to community group emergent issues within two business days. Attend community group AGM's at least once every two years where applicable.
		B.3.1.b Leadership Development	Facilitate networking opportunities for community groups with similar service objectives to connect at least once each year.
		B.3.1.c Financial Development Support	Annually identify and communicate all known-relevant grant opportunities to supported community groups. Annually assist community groups with all requests relating to grant application submissions, reconciliations and reporting.
		B.3.1.d Information and Referral	Provide community groups with an opportunity for subscribed communication. Facilitate eligible community groups the opportunity to be linked on the COSA website each year.

Service	Description	Service Component	Service Level
PROGRAM			
B.4 Community Granting and Support for Delivery of Services			
B.4.1 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.	B.4.1.a Community Events Grant Program	Terms and conditions of grant are as identified in Council Policy C-CS-02: Community Events Grant Program.
		B.4.1.c Outside Agency Operating Grant Program	Terms and conditions of the grant are as identified in Council Policy C-CS-22: Outside Agency Operating Grant Program.
		B.4.1.d Community Capital Program Grant	Terms and conditions of the grant are as identified in Council Policy C-CS-06: Community Capital Program Grant.
B.4.2 Management of Partnerships for Delivery of Social Services	Provision of funding to deliver preventative social services in the community.	B.4.2.a Program Funding	Council allocates a minimum of 20% to match the Provincial funding. Applications are received annually. Community Services Advisory Committee reviews applications and forwards recommendations to Council for their approval. Programs funded align with at least one core value listed in the Social Master Plan.
B.4.3 Management of the Partnerships for the Delivery of Heritage Programming	Provision of grants, funding and other supports to deliver heritage services, programming in the community and the heritage conservation program.	B.4.3.a Heritage Programming	A range of diverse and relevant heritage programming is provided to the community. This includes animation of heritage sites and locations around the community. Programming selection is based on demand and community needs.
		B.4.3.b Booking opportunities of Art Gallery of St. Albert	Hours of operation: Tuesday to Saturday 10:00 – 5:00pm Thursday 10:00am – 8:00pm
		B.4.3.c Booking of and access to Heritage Sites	Juneau House, Little White School, Father Lacombe Chapel hours of operation are Wednesday to Sunday 10:00 a.m. to 5:00 p.m. Admission is free, and sites are available for private bookings. Seasonal operating hours are by request and based on availability.
		B.4.3.d 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.
		B.4.3.e Heritage Museum	Hours of operation are Tuesday to Saturday 10:00 a.m. to 5:00 p.m. and Thursday 10 a.m. to 8:00 p.m. Admission is free.
		B.4.3.f Heritage Conservation Program	An incentive program is in place to assist property owners in preserving and maintaining privately-owned, municipally-designated Heritage resources. Eligible rehabilitation work must conform to the Standards and Guidelines for the Conservation of Historic Places in Canada.

Service	Description	Service Component	Service Level
B.4.4 Management of Partnerships for Provision of Recreational Programs	Provision of infrastructure support to community organizations to deliver recreation programs to the community.	B.4.4.a City Owned, Community Operated Facilities and Parks Partnerships	<p>Agreement Management</p> <ul style="list-style-type: none"> • All inquiries regarding existing partner agreements with community groups are responded to within two business days. • Partner agreements with community groups are developed within six months prior to expiry agreements expiry date or need identification. <p>Capital Project Support</p> <ul style="list-style-type: none"> • Community group's inquiries related to capital applications, project statement, or business case are responded to within four weeks of receipt. • Signing of development/funding agreements with community groups is developed and facilitated prior to the execution phase of a project.
		B.4.4.b City Owned and Operated Facilities and Parks Partnerships	<p>Agreement Management</p> <ul style="list-style-type: none"> • All inquiries regarding existing partner agreements with community groups are responded to within two business days. • Partner agreements with community groups are developed within six months prior to expiry agreements expiry date or need identification. <p>Capital Project Support</p> <ul style="list-style-type: none"> • Community group's inquiries related to capital applications, project statement, or business case are responded to within four weeks of receipt. • Signing of development/funding agreements with community groups is developed and facilitated prior to the execution phase of a project.
		B.4.4.c Partnership with Schools	Reciprocal Agreements are in place and requirements are fulfilled within the parameters of the Reciprocal Use Agreement.
B.4.5 Environmental Grants Management	Management and coordination of applications and approvals of the Environmental Initiatives.	B.4.5.a Environmental Initiatives Grant	The Fund based on multiplying the city's population by \$0.50 and is available once a year for community environmental projects. Grants are recommended by the Environmental Advisory Committee and approved by Council.
B.4.6 Cultural Grants Management	Management and administration of grants that support artists in the community.	B.4.6.a 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 \$1,400. Maximum funding awarded is as follows:</p> <ul style="list-style-type: none"> • Individual applicants - \$500 • Group applicants - \$1,000

Service	Description	Service Component	Service Level
B.4.8 Support for Delivery of Recreational Community Events	Support St. Albert event organizing groups in the coordination of identified corporate services for the benefit of the community.	B.4.8.a Event Administration	Formal application process is provided for community events on public land. A formal approval is granted to the event organizer through the application process. Process is outlined in Council Policy C-CS-19: Special Events Permits.
		B.4.8.b Event Liaison	Liaise and advise event organizers regarding available civic supports. Facilitate eligible community groups the opportunity to list events on recommended City Communication Mediums each year.
PROGRAM			
B.5 Community Events and Programs			
B.5.1 Community Event Hosting	The coordination and delivery of arts, cultural, environment and recreation and parks events utilizing a combination of City and volunteer resources to expose the community to recreation, arts, and culture.	B.5.1.a Live Entertainment Events	Provide diverse, quality professional and emerging live entertainment for all ages, cultures and backgrounds.
		B.5.1.b Canada Day	Annual event delivered to the community on July 1. Event includes daytime activities, evening activities and fireworks.
		B.5.1.c Servus Place Halloween Haunt	Annual event delivered to the community in October. Event hosted at Servus Place.
		B.5.1.d New Year’s Eve Fireworks	Annual event delivered to the community on December 31. Event includes the provision of fireworks.
		B.5.1.e Cultural Networking Events	Events hosted annually to support, connect and cultivate artists and creative industries.
		B.5.1.f Mayor’s Celebration of the Arts	Arts and cultural achievements are recognized celebrating community artists and support for the arts.
		B.5.1.h Northern Alberta International Children’s Festival of the Arts	Organize an annual multi-day arts and cultural festival in downtown St. Albert for school children and families.
		B.5.1.i Clean and Green River Fest	Annual event is held in May. Participation is open to all.
		B.5.1.j Arbour Day	Annual event is organized over two days.
		B.5.1.k Weed Warriors	One to three events are organized annually. Events are held in June/July. Participation is open to all.
		B.5.1.l Clean Air Day	Organized annually.

Service	Description	Service Component	Service Level
		B.5.1.m Earth Hour	Organized annually.
		B.5.1.n Water Conservation Campaign	Organized annually.
		B.5.1.o Carpool month	Organized annually.
B.5.2 Community Environment programs	Environment programs are organized in the community to encourage and involve residents and stakeholders in preservation of the environment.	B.5.2.a Neighbourhood and School Yard Clean Ups	Organized year-round with focus on April to October. The program participation is open to all.
		B.5.2.b Partners in Parks	Annual agreements are signed with stakeholders. Focus is on April to October season. The program participation is open to all.
		B.5.2.c Community Naturalization	Planting projects vary. Focus is on May/June and September/October. Participation is open to all community groups and schools.

Environmental Protection and Stewardship

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

Service	Description	Service Component	Service Level
PROGRAM			
C.1 Environmental Strategy, Risk and Compliance			
C.1.1 Environmental Strategy and Policy Development	In partnership with related agencies, environmental strategies, policies and actions are developed to protect the environment.	C.1.1.a Air quality management	In partnership with Alberta Environment and Alberta Capital Air Shed, air quality information and air quality health index are provided to the community in real time through the City website.
		C.1.1.b 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.
		C.1.1.c 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.
		C.1.1.d 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.
		C.1.1e Reduction of water consumption	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.
C.1.2 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.	C.1.2.a Management of environmental projects	Projects are managed according to the established project plan including scope, timelines and budget. For Capital Projects, a more detailed Environmental Construction Object (ECO) Plan is developed in accordance with Council approved Capital Project Management Policy.
		C.1.2.b 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.
		C.1.2c Short and long-term strategic planning	Through ISO 14001EMS certification, maintain 3-Year Action Plan for Environmental Risks and Compliance. Long-Term Community Plan is updated every 5 years.
C.1.3 Spill Response Support and Reporting	Direct release, spill response, support and reporting and maintenance of the spills and releases database.	C.1.3.a 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.
		C.1.3.b 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.

Service	Description	Service Component	Service Level
PROGRAM			
C.2 Waste Management			
C.2.1 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	C.2.1.a 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. Multi-family buildings pick-up available at some locations. Pick-up is available for schools that sign up.
		C.2.1.b Curbside recycling collection	This service utilizes a 'blue bag' system. Material is un-bagged and sorted by a contractor. Frequency - Weekly collection of co-mingled recycling. Multi-family buildings pick-up available at some locations (service level in development).
		C.2.1.c 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 80L) with corresponding monthly rates.
		C.2.1.d Curbside Christmas Tree Collection	First two weeks in January according to Zone A and B schedules.
		C.2.1.e Curbside Large Item Pickup	For two weeks in June, according to Zone A and B schedules.
		C.2.1.f Curbside Leaf Pickup	A minimum of 4 weeks per year in the fall.
		C.2.1.g Take it or Leave it	One event annually for residents to drop off or take gently used household items.
		C.2.1.h 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.
		C.2.1.i Compost Giveaway	Organized two months in a year; spring and fall for residents to pick up compost for household use.

Service	Description	Service Component	Service Level
C.2.2 Recycling and Compost Collection	A centralized site where residents can bring yard waste, recycling, hazardous waste and electronics for proper disposal. Bylaw - Residential Solid Waste Management	C.2.2.a Compost Depot	The Compost Depot is open to residents of St. Albert only, proof of residency may be required. Non-residents and commercial vehicles will be turned away by on-site staff. The Depot is open seasonally from April to November, weather dependant. Hours of operation are Tuesday to Sunday from 10 a.m. to 10 p.m. Closed Mondays and on holidays. The Depot is staffed to manage the site, provide customer service and to ensure proper use. Residents can bring leaf and yard waste (branches, grass, leaves, etc.).
		C.2.2.b Recycling Depot	The recycling depot is a staffed depot open 47 hours per week, 6 days/week. The depot accepts recyclables (paper, cardboard and aluminum) as well as hazardous chemicals, paint, oil, tires, electronics, batteries and scrap metal. Hours of operation: Closed on Mondays and holidays. Tuesday, Wednesday and Friday - open from 10:00 a.m. to 6:00 p.m. Thursday - open from 12:00 p.m. to 8:00 p.m. Saturday - open from 9:00 a.m. to 5:00 p.m. Sunday - open 9:00 a.m. to 4:00 p.m. Recycling is picked up from City facilities.
PROGRAM			
C.3 Urban Forestry and Turf Maintenance			
C.3.1 Maintenance of Sport Fields, Parks and Natural Areas	Grass cutting, fertilizing, aerating, sweeping, and litter collection of sports fields, parks and natural areas.	C.3.1.a 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.
		C.3.1.b 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 cycle.
		C.3.1.c 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.
		C.3.1.d Maintenance of parks	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. Level 2C parks (all open green space excluding buffers, boulevards or natural areas)- cutting on a 10-day maximum cycle with monthly trimming. Fertilizing - June and Fall. Aerating - twice a year (June and Fall) Sweeping - Fall Special Events - as required High Profile Areas - usually on Fridays
		C.3.1.e Maintenance of sports fields	Level 1A fields (full size football and soccer fields and Fowler Track): weekly cutting up to 18 times per year and weekly trimming. 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. Cutting - weekly. Cutting levels at 2 1/2" length. Fertilizing - Fall Aerating - Fall Sweeping - Fall Sod Replacement - Spring Line Painting – weekly
C.3.2 Tree Planting and Maintenance	Maintenance of urban tree canopy, including tree planting, maintenance and inspections.	C.3.2.a 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.
	Urban Forest Management		

Service	Description	Service Component	Service Level
		C.3.2.b 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.
		C.3.2.c 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.
		C.3.2.d 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.
C.3.3 Weed and Pest Control	Maintenance of healthy turf and urban forests	C.3.3.a Herbicide/Insecticide Application	As required by legislation for noxious and restricted weeds. Turf and urban forest health.
PROGRAM			
C.4 Water, Stormwater and Waste Water Management			
C.4.1 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	C.4.1.a 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.
		C.4.1.b 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. Detailed service levels as per Long Term Plan and Alberta Environment License to operate.
		C.4.1.c Wastewater collection maintenance	Provide reliable waste water collection from all properties connected to the municipal wastewater system in compliance with City bylaws and legislative requirements. Detailed service levels as per Long Term Plan and Alberta Environment License to operate.
		C.4.1.d Wastewater Management Facilities (Lift Stations)	Provide reliable waste water collection from all properties connected to the municipal wastewater system in compliance with City bylaws and legislative requirements. Detailed service levels as per Long Term Plan and Alberta Environment License to operate.

Service	Description	Service Component	Service Level
C.4.2 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.	C.4.2.a 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.
		C.4.2.b 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.
		C.4.2.c Water distribution maintenance	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.
		C.4.2.d Water management facilities	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.
C.4.3 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.	C.4.3.a 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.
		C.4.3.b 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 a sustainable community including economic diversity and prosperity.

Services	Description	Milestones	Description
PROGRAMS			
D.1 Land Use Planning			
D.1.1 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	D.1.1.a Land Locating and Acquisition	Council approved work plan based on 10-Year Capital Plan. Reports prepared and presented to Council annually. Quarterly updates for the strategic land work plan presented to Council.
		D.1.1.b Corporate Land Strategy Plan Development	Council approved work plan based on 10-Year Capital Plan. Reports prepared and presented to Council annually. Quarterly updates for the strategic land work plan presented to Council.
		D.1.1.c Planning for New Community and City Owned Buildings	The plan is updated and presented to Council every three years.
D.1.2 Current Planning Application Processing	Processing and coordination of the approval of Statutory plans and amendments, subdivision and condominiums applications.	D.1.2.a 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).
		D.1.2.b 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.
		D.1.2.c 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.
		D.1.2.d 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.
PROGRAMS			
D.2 Development			

Services	Description	Milestones	Description
D.2.1 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.	D.2.1.a 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.
		D.2.1.b Compliance Certificate Application Review	Application is received immediately upon payment of the fee. Compliance certificates are issued within 14 business days. Rushed compliance certificates are issued within 6-8 days.
		D.2.1.c 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 the case of complaint without merit, a letter is sent to complainant or verbal update within a week. Complete first level of bylaw enforcement
		D.2.1.d Building Permit Issuance	Processing time is 1-2 weeks when all information is submitted.
		D.2.1.e Buildings Inspections	Requests for inspections are scheduled immediately upon receiving request. Inspections are completed within 2 to 5 days.
		D.2.1.f Traffic Impact Assessment Review	Report evaluation is done within 30-days of comments from day of receiving report. Response times may vary due to the complexity of the request.
D.2.2 Development Marketing Signage	Review and evaluation of proposed development (non-traffic control related) signage.	D.2.2.a Development signage permit	Comments are provided and/or permit issued within 5 business days.
D.2.3 Infrastructure Planning	Calculation of levies, the requests to off-set approved projects and ensuring that any work approved is consistent with best practices.	D.2.3.a 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 other planning documents are used as inputs for future infrastructure planning.
D.2.4 Issuance of servicing permits	Issuance of servicing permits required to connect new development into any City utilities.	D.2.4.a Issuance of site servicing permits	Issue site servicing permit within 15 days of submission.
PROGRAMS			
D.3 Construction Management			

Services	Description	Milestones	Description
D.3.1 Management of Construction Projects	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. Capital Project Management	D.3.1.a Construction Stakeholder Information sharing and input	Stakeholder consultation is done on a project by project basis, following recommendations from internal resources and in alignment with the City's corporate public participation policy.
		D.3.1.b Notification of Construction Projects	Provide an overall map of construction locations and type on City website and provide separate webpages for construction status updates. Maps are updated annually. The need for separate webpages is determined by project complexity and impact to the community.
D.3.2 Issuance of Construction Permits	Review, issuance of approval of On-Street Construction Permit Applications and associated traffic accommodation plans.	D.3.2.a On-Street Construction Permit Application Review	Acknowledge request within 24 hours. Identify and communicate back to applicants any changes or further details required. Issue permit for on-street construction within 5 business days, based on complete application being submitted. <ul style="list-style-type: none">Construction related: 5 business days permit processSpecial Events: Multi-stage process; final delivery of approved permit one week prior to event (following 4-week application time frame) Required for any activity (construction or otherwise) within the transportation network that impedes or impacts any mode of travel.
		D.3.2.b Noise Exemption Permits	Issue permit within 3 business days from receipt of request.
PROGRAMS			
D.4 Business Attraction, Retention and Expansion			
D.4.1 Land Development Project Management	Project review and ongoing management of land and real estate developments in the city for developer stakeholders.	D.4.1.a Land Development Project Management	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.
D.4.2 Entrepreneurship Development	Programs to help build entrepreneurs skills and provide guidance through the process to help entrepreneurs bring their innovation to market.	D.4.2.a Entrepreneurship Start-Up Support	To be developed.
		D.4.2.b Innovation Guidance	To be developed.

Services	Description	Milestones	Description
D.4.3 One-on-One 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	D.4.3.a One-on-One Support for Local Businesses	Acknowledge request within two business days. Response time is dependent on complexity of the request.
D.4.4 Business Event Hosting	Organization and hosting of business events that provide key business tools and regional economic knowledge to local and external business stakeholders.	D.4.4.a Annual Business Breakfast	Host annual event to provide up-to-date local and regional economic information.
		D.4.4.b Commercial Realtor Tour	Offer guided tours of the local commercial and industrial real estate environment to relevant stakeholders once per year.
		D.4.4.c Residential Realtor Tour	Offer guided tours of the residential real estate environment to relevant stakeholders one time per year.
D.4.5 Information Services	Provision of information to key stakeholders related to Tourism, Business Retention and Expansion, and Business Attraction.	D.4.5.a Property Listing Web Directory	Maintain and update Local Intel information quarterly.
		D.4.5.b City Analytics	To be determined.
		D.4.5.c Visitor Information	Visitor information is provided at various locations throughout the City. Maintain visitor website, social media and visitor guide.
		D.4.5.d E-newsletters	Focus newsletter published monthly.
		D.4.5.e New Resident Packages	Maintain current information documents annually. Acknowledge requests for information within two business days and provide resident information within 5 business days.
D.4.6 Community Tourism Groups Capacity Building	Provision of tourism opportunities and events that are relevant to local businesses and the promotion of the city. Support for local tourism operators and businesses to help them grow and develop their capacity.	D.4.6.a Webinars and Seminars	Offer business retention and expansion related seminars and webinars.
		D.4.6.b One-on-One Training	Offer one-on-one training with local tourism operators.

Services	Description	Milestones	Description
D.4.7 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.	D.4.7.a 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.
D.4.8 Fund Development	Raising funds to support the delivery of social, cultural, recreational and business services to the community.	D.4.8.a Sponsorship Opportunities	Partnerships will be ongoing continuation of funds or in-kind. Inventory varies based on availability and market demand and provides opportunities for activation with specific use of branding/advertising. Opportunities will leverage the commercial benefit of a program, service, event or facility. Sponsorship opportunities are available for various business events.
		D.4.8.b Advertising Opportunities	Messaging is singular. Inventory varies based on availability and market demand and promotes the purchaser's brand, product or service.

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.

Service	Description	Service Component	Service Level
PROGRAM			
E.1 Transportation Management			
E.1.1 Traffic Management	Respond to reported concerns of inspection, replacement, and maintenance of traffic signals and systems, traffic signs and markings to support safe and efficient movement of goods and people.	E.1.1.a Traffic Signals	Emergent safety issues = 1 hr response time Non-emergent issues = 5 business day response time Annual maintenance of assets; prioritized based on risk and condition levels and performed as industry standards and requirements.
		E.1.1.b Traffic Signs and Road Markings	Emergent safety issues = 1 hr response time. Non-emergent issues = 5 business day response time. Annual maintenance of assets; prioritized based on risk and condition levels and performed as industry standards and requirements.
E.1.2 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).	E.1.2.a Vehicle and Pedestrian Counts	Vehicle count data pending location - arterials, school zones and areas impacted by adjacent development may be collected annually. 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). 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 within the requested year if possible due to seasonal impacts.
		E.1.2.b 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.
		E.1.2.c Collision Reports / Analysis	Report is completed by December of the following calendar year.
		E.1.2.d 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.

Service	Description	Service Component	Service Level
E.1.3 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.	E.1.3.a Large Load Permits and Transfer of Dangerous Goods Permits	Update Provincial database information with automatic routing approvals, denials or conditions associated with large load and dangerous goods movements. Acknowledge requests within 24 hours. 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.
PROGRAM			
E.2 Roadway Repair and Maintenance			
E.2.1 Roadway Surface Repair	Patch potholes on all asphalt roadways and parking lots throughout the city.	E.2.1.a Gravel roads maintenance	Maintenance: once per week.
		E.2.1.b Parking lot maintenance and repair	Proactive response: once a year. Respond per customers' concerns.
		E.2.1.c 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.
		E.2.1.d Pothole reporting	Respond according to risk.
E.2.2 Sidewalk Repair and Maintenance	Repairs to provide safe surfaces for pedestrian travel.	E.2.2.a Replacement, mud jacking, crack sealing	Repair as required by inspection and completion of condition assessment index. Repairs per customer concerns within industry standards.
E.2.3 Street Cleaning	Annual spring cleaning and ongoing cleaning on all types of roadways.	E.2.3.a Boulevard, median and roadway	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.
E.2.4 Snow Removal	Snow clearing on all St. Albert's roads, trails and sidewalks. Snow and Ice Control	E.2.4.a Collector snow removal	Snow is cleared within four days following a 20 to 30 cm of 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.
		E.2.4.b Bus stop snow removal	Snow cleared within 72 hours after 5cm of snowfall.
		E.2.4.c Downtown snow removal	Snow is plowed into centre windrows following 5 to 10cm accumulations on parking lanes and removed within 48 hours beginning the second night after a snowfall.

Service	Description	Service Component	Service Level
		E.2.4.d Plowing and sanding	<p>Priority 1 - St. Albert Trail and Ray Gibbon Drive -</p> <ul style="list-style-type: none">• Within 8 hours. (after a snow event)• plowed and sanded after 2-5cm of snow accumulation. <p>Priority 2 - Arterial Roads -</p> <ul style="list-style-type: none">• Within 8 hours. (after a snow event)• plowed and sanded after 2-5 cm snow accumulation. <p>Priority 3 - Collector and Commercial Roads -</p> <ul style="list-style-type: none">• Within 16 hours (after a snow event)• plowed and sanded after 2-5 cm snow accumulation. <p>Rural roads -</p> <ul style="list-style-type: none">• Within 24 hrs. (after a snow event)• plowed and sanded after 2-5 cm snow accumulation.
		E.2.4.e Residential snow removal	Snow is cleared within 10 days following the build-up of a 6 to 9cm snow pack, or if the snow pack is softening and severely compromising vehicle mobility. Exceptions to this service level are piles in cul-de-sacs, which are removed later. Snow pack after March 7 is only plowed and snow left to melt with no formal cleaning.
		E.2.4.f Sidewalks and trails	Priority 1: River Valley trails- cleared within 8 hours after accumulation of 1cm of snow. Priority 2: arterial and collector trails and sidewalks- cleared within 48 hrs after accumulation of 2-5cm of snow. Priority 3: interior trails and connector sidewalks- cleared within 72 hours after accumulation of 2-5cm of snow.
PROGRAM			
E.3 Transit Services			
E.3.1 Charter Bus Services	Provision of charter bus services within St. Albert and Edmonton.	E.3.1.a City sponsored charters	<p>Charter bus service is available outside of Fall/Winter weekday peak periods and on weekdays and Statutory Holidays at the request of clients.</p> <p>Booking requests are responded to within 24 hours of receiving the request and two weeks' notice needs to be given before the date of the charter.</p> <p>Service is available within St. Albert and Edmonton.</p>

Service	Description	Service Component	Service Level
		E.3.1.b Private charters within St. Albert; Special Event park and ride service	<p>Charter bus service is available outside of Fall/Winter weekday peak periods and on weekdays and stat holidays at the request of clients.</p> <p>Booking requests are responded to within 24 hours of receiving the request and two weeks' notice needs to be given before the date of the charter.</p> <p>Service is available within St. Albert and Edmonton.</p>
E.3.2 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.	E.3.2.a Local and Commuter	<p>Hours of Service Local (within St. Albert): Monday to Friday 7:00 a.m. to 5:00 p.m. and Saturday 8:30 a.m. to 5:00 p.m. Commuter (Edmonton): Monday to Friday 7:00 a.m. to 5:00 p.m. Sunday and Statutory Holidays – Do not operate</p> <p>Trip Coverage In St. Albert • Door-to-door service from any location within St. Albert</p> <ul style="list-style-type: none">• 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 In Edmonton• Door-to-door service from any location within St. Albert to key destinations in Edmonton• 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

Service	Description	Service Component	Service Level
E.3.3 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.	E.3.3.a Commuter and local transit	<p>Frequency:</p> <p>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. Maximum Trip Time - Commuter Service Strive to limit travel times to 45 minutes or less in both peak and non-peak periods. 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:</p> <p>Weekdays</p> <p>Arrive Downtown Edmonton 6:30 a.m. Depart Downtown 12:15 a.m.</p> <p>Arrive University of Alberta 6:45 a.m. Depart University of Alberta 10:15 p.m.</p> <p>Local services available to facilitate transfers to and from the commuters throughout the operating period.</p> <p>Saturday</p> <p>Arrive Downtown 6:30 a.m. Depart Downtown 12:00 a.m.</p> <p>Sunday and Statutory Holidays</p> <p>Arrive Downtown 6:30 a.m. Depart Downtown 7:00 p.m.</p> <p>Local services available to facilitate transfers to and from the commuters throughout the operating period.</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> <ul style="list-style-type: none">• 400 m to a transit access point (bus stop or transit station) for 80% of all residents.• 250 m to medium and high-density residential developments and institutional land uses.• 150 m to major seniors' residences and activity centres.• 600 m to commercial and industrial land uses. <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.

Service	Description	Service Component	Current Service Level
PROGRAM			
F.1 Fire and Medical Emergency			
F.1.1 Fire Response	Response to all types of emergency events including fire, rescue, Medical First Response, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	F.1.1.a Fire Dispatch	Alarm processing is done within 64 seconds. Provides afterhours emergency call centre for City of St. Albert and emergency call-in functions.
		F.1.1.b Fire Suppression	At the location within 9 minutes, 90% of the time. Service is available 24/7/365. Firefighters and public safety are our number one priority. Containing fire to room of origin is a benchmark Fire caused investigation is initiated immediately. Property is generally released within 48 hours with more complex fires requiring more time. Shelters are set up, if required. All fires with a \$1 loss are investigated and reported provincially.
		F.1.1.c Alarm Investigation	At the location within 9 minutes, 90% of the time. Service is available 24/7/365. Investigation is initiated immediately to determine cause of alarm and paperwork is issued to require a repair thereby assuring public reliance on the alarm system.
		F.1.1.d Medical Assistance	At the location within 9 minutes, 90% of the time. Service is available 24/7/365. Immediate life-threatening medical assistance is provided until EMS arrives.
		F.1.1.e Hazardous Material Mitigation	At the location within 9 minutes, 90% of the time. Service is available 24/7/365. Immediately deal with urgent needs and clean up of small and minor spills (antifreeze and oil).
F.1.2 Fire Investigation	Investigation of all reported fires and explosions that occur within the City of St. Albert under the authority of the Alberta Safety Codes Act.	F.1.2.a Fire Investigation	Inspections and Investigations are completed by certified Safety Codes Officers (SCO).

Service	Description	Service Component	Current Service Level
F.1.3 Fire Prevention Inspection and Enforcement	Service provided to property owners and building occupants to review and ensure ongoing compliance with Building & Fire Codes.	F.1.3.a Fire Prevention	Inspection frequency is based upon the potential risk of the property use and function and as per our Quality Management Plan as filed with Municipal Affairs Safety Codes. Required inspections are completed as part of business licensing or prior to final occupancy approval.
F.1.4 Fire Safety Education	Design, delivery and follow up evaluation of programs undertaken to inform the public about fire and life safety, hazard awareness, home fire safety programs, home safety inspections, escape plans, smoke alarm and extinguisher requirements to help with fire prevention.	F.1.4.a Public Fire Safety Education	Open House for the public is organized once per quarter to provide information and resources related to life safety. School Presentations and Drills are delivered as per request, annually.
F.1.5 Emergency Management	Provision of the Emergency Operation Centre (EOC) Coordinate emergency management, oversight and preparedness for City of St. Albert including Emergency Social Services (ESS).	F.1.5.a Emergency Management	The Emergency Operations Centre (EOC) is prepared for an overwhelming event with trained staff ready to make EOC operating within 30 minutes and fully staffed within two hours of major incident. The ESS is prepared for an overwhelming event with trained staff ready to make Emergency Reception Centre operational within 2 hours.
F.1.6 Ambulance Service	Provision of emergency response, transport and healthcare to the ill and injured patients.	F.1.6.a AH/EMS Contract	Respond to calls as per urgency of situation (as evaluated by AHS Dispatcher) Advanced Life Support (ALS) capable 24/7/365. Provide emergency transport service (by Ambulance) for ill & injured to the nearest receiving hospital.
PROGRAM F.2 Bylaw and Provincial Act Enforcement			

Service	Description	Service Component	Current Service Level
F.2.1 Municipal Enforcement Services	Responding to public complaints and enforcing select municipal bylaws and provincial statutes. 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.	F.2.1.a Photo Enforcement	Minimum of three mobile photo enforcement units operating a combined 12,064 hours per year for traffic safety enforcement. Six intersection safety units monitoring traffic at three intersections, 24/7/365. Monthly photo enforcement dates and locations are posted on the City website. Violations processed and mailed within nine days of offence.
		F.2.1.b Community Peace Officer - Traffic Enforcement Services	Enhanced pro-active traffic enforcement to supplement RCMP Traffic unit with 2 uniformed resources dedicated towards Traffic Duty. For 2020, Community Peace Officer (Traffic and General Duty) to Resident ratio is 1:6,140
		F.2.1.c Community Peace Officer – General Duty Services (Animal Control, Community Standards and Other Bylaw/ Provincial Enforcement)	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 In total, eleven uniformed officers are dedicated towards General Duty Animal Control, Community Standards and Other Bylaws/Provincial Enforcement. Calls are responded to based on the urgency and/or priority of the request. Public safety calls have priority over less serious matters. For 2020, Community Peace Officer (Traffic and General Duty) to Resident ratio is 1:6,140. Scheduled hours of service by Municipal Enforcement may be changed by Administration based on operational needs. RCMP is advised about after hour matters and service is provided but it is prioritized amongst other police/criminal matters.
PROGRAM			
F.3 Policing Services			

Service	Description	Service Component	Current Service Level
F.3.1 RCMP Policing 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.</p> <p>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. RCMP determines appropriate policing responses in accordance with the Municipal Police Services Agreement.</p>	F.3.1.a Community Policing and Victim Services Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365.
		F.3.1.b Crime Reduction Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365.
		F.3.1.c Drug Enforcement Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365..
		F.3.1.d General Duty Policing Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365.
		F.3.1.e Traffic Enforcement Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365.
		F.3.1.f General Investigation Unit	In 2020, there are 70 Authorized RCMP positions assigned to St. Albert and 66 Actual RCMP Officers budgeted for. The Budgeted RCMP Officer to Resident ratio is 1: 1,023. The Policing Services Long Term Department Plan Target is 1 Budgeted RCMP Officer for every 1000 residents. RCMP Police Service is provided 24/7/365. Service is provided 24/7/365.

Service	Description	Service Component	Current Service Level
F.3.2 911 Call Answer and Policing Communications/Dispatch Services	<p>Responsible for answering and dispatching all emergency and non-emergency RCMP and Municipal Enforcement Calls for Service.</p> <p>Unit is the designates Primary PSAP (Public Safety Answering Point) for the community. 911 calls received from within the St. Albert jurisdiction are answered and transferred to the appropriate service provider (fire/ambulance) or if police-related, recorded and disseminated to RCMP and Municipal Enforcement employees.</p>	F.3.2.a RCMP and Municipal Enforcement Services Call Answer and Dispatch	<p>Calls for 911 are answered within 15 seconds. In compliance with Alberta Emergency 911 Act Standards (currently being developed by Province). Hours of operation are 24/7/365.</p>

Recreation, Parks and Culture

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

Service	Description	Service Component	Service Level
PROGRAM			
G.1 Public Art			
G.1.1 Public Art	Maintenance, accession, and deaccession of City's public art collection.	G.1.1.a 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.
		G.1.1.b Art in Public Places	Public Art Reserve is in place with one percent (1%) of the Total Municipal Capital Project Budget annually allocated for the accession of art up to a maximum of \$220,000. Escalation of the cap is done using the City's Standard Indices Process as per Council Policy C-CS-04 Public Art. Public art is incorporated into the design of eligible capital projects and infrastructure throughout the City.
		G.1.1.c Cultural Wall of Fame	The 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. A maximum of three (3) individuals or groups are inducted each year. Potential inductees are evaluated based on set considerations outlined in the Council Policy C-CS-15 Cultural Wall of Fame.
PROGRAM			
G.2 Arts and Cultural Programming			
G.2.1 Performing and Visual Arts Programming	The direct provision of performing and visual arts programming for registered/ticketed and drop-in participants and attendees at the Arden Theatre and at other City and community facilities.	G.2.1.a Performing Arts	Registered programs include: <ul style="list-style-type: none">• Preschool Programs• Child Programs• Youth Programs• Adult Programs• The Arden Theatre Professional Series season is offered from Fall through Spring with a minimum of 30 performances.• St. Albert Children's Theatre is provided for youth participants with a minimum of two featured public productions per year. Drop-In programs include: <ul style="list-style-type: none">• Professional/Pre-Professional Theatre Dance Waiting lists are taken for all programs. Fees are in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.

Service	Description	Service Component	Service Level
		G.2.1.b Visual Arts	Registered programs include preschool, child, youth, adult, and family programs. Waiting list is taken for all programs. Visual Arts community programming is delivered through a partnership agreement with the Arts and Heritage Foundation.
		G.2.1.c Youth Cultural Programming	Provide arts and cultural workshop, project, performance and entertainment opportunities for students grade seven to age 21.
PROGRAM			
G.3 Recreational Programming			
G.3.1 Programming	The direct provision of recreation programming for registered and drop-in participants at community facilities, parks and open spaces.	G.3.1.a Aquatics	All programs are open for registration for St. Albert residents and Servus Place annual members for one-week prior to open registration. Waiting lists will be taken for all programs. Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges. Registered Programs include: <ul style="list-style-type: none">• Preschool Swimming Skills Program• Learn to Swim Programs - Lifesaving Society Alberta and Northwest Territories Policies and Procedures.• Specialty Programming - Lifesaving Society Alberta and Northwest Territories Policies and Procedures and Red Cross Program Standards. Drop-In programs include: <ul style="list-style-type: none">• Water Fitness Programming - Alberta Fitness Leadership Certification Association Certification Standards.
		G.3.1.b Recreation	Registered Programs include: <ul style="list-style-type: none">• Child Programs• Summer Programs Drop-In programs include:• Preschool Recreation• Youth Programs• Adult/Family Programs• Summer Programs
		G.3.1.c Fitness	Registered and Drop-In Fitness Programs Include: <ul style="list-style-type: none">• Mind and body programming Fitness Programming Registered Programs Include: <ul style="list-style-type: none">• Personal training• Group/team training Instructors receive CPR, AED and WHIMIS Training.

Service	Description	Service Component	Service Level
		G.3.1.d Childminding Services	Programs are drop-in at Servus Place. Hours vary based on program season and public demand. Provided in compliance with the Alberta Childcare Legislation.
PROGRAM			
G.4 Recreation and Sport Facility Access			
G.4.01 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.	G.4.01.a Facility Tours	<p>Facility tours are available on a scheduled or spontaneous basis.</p> <p>This service is available within the facilities during the regular operating hours for Fountain Park Recreation Centre and Servus Place.</p> <p>Fountain Park Recreation Centre</p> <ul style="list-style-type: none"> Operates 363 days per year. Closed on Christmas Day and New Year's Day. <p>Servus Place</p> <ul style="list-style-type: none"> Operates 363 days per year. Closed on Christmas Day and New Year's Day.
		G.4.01.b Facility Safety and Security	<p>Facility safety and security service is available within the facilities during the regular operating hours for Fountain Park Recreation Centre, Grosvenor Outdoor Pool and Servus Place.</p> <p>Fountain Park Recreation Centre</p> <ul style="list-style-type: none"> Fountain Park operates 363 days per year. Closed on Christmas Day and New Year's Day during the regular operating hours. <p>Grosvenor Outdoor Pool</p> <ul style="list-style-type: none"> Operates from the fourth Saturday in May to Labour Day Monday during the regular operating hours. <p>Servus Place</p> <ul style="list-style-type: none"> Operates 363 days per year. Closed on Christmas Day and New Year's Day Closure.
		G.4.01.c Gymnasiums Set up or take down	<p>This service is available within the facilities based on the regular operating hours.</p> <p>Servus Place</p> <ul style="list-style-type: none"> Operates 363 days per year. Closed on Christmas Day and New Year's Day Closure. <p>Offered according to Servus Place hours of operation.</p>

Service	Description	Service Component	Service Level
		G.4.01.d Room and Events Set up and 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 during the regular operating hours at Fountain Park Recreation Centre, Grosvenor Outdoor Pool and Servus Place.</p> <p>Fountain Park Recreation Centre</p> <ul style="list-style-type: none">• Fountain Park Recreation Centre operates 363 days per year. Closed on Christmas Day and New Year's Day Closure. <p>Grosvenor Outdoor Pool</p> <ul style="list-style-type: none">• Operates from the fourth Saturday in May to Labour Day Monday. <p>Servus Place</p> <ul style="list-style-type: none">• Operates 363 days per year. Closed on Christmas Day and New Year's Day Closure.

Service	Description	Service Component	Service Level
G.4.02 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.	G.4.02.a General	<p>Lifeguarding is provided in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, the Lifesaving Society Alberta Northwest Territories Public Aquatic Facility Safety Standards, the Public Health Act Public Swimming Pools Regulation, 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>Landrex Water Play Centre Operates 363 days per year (Christmas Day and New Year’s Day Closure). The service is offered during Landrex Water Play Centre hours of operation.</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>Fountain Park Recreation Centre Offered 363 days per year. (Closed Christmas Day and New Year’s Day) Offered during the Fountain Park hours of operation. 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>Grosvenor Outdoor Pool Overall Standards</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.• Temperature must be 12 degrees Celsius or higher.• If thunder or lightning occurs, 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 weather advisory. <p>Woodlands Water Play Park</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.• Temperature must be 12 degrees Celsius or higher.• If thunder or lightning occurs, 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.

Service	Description	Service Component	Service Level
		G.4.02.b Indoor Leisure Pools	<p>Fountain Park Spontaneous and booked use facility. Offered based on Fountain Park hours of operation. Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Landrex Water Play Centre Spontaneous and booked use facility. Offered during Landrex Water Play Centre hours of operation.</p>
		G.4.02.c Outdoor Leisure Pools	Grosvenor Outdoor Pool Spontaneous and booked use facility. Offered according to Grosvenor Outdoor Pool hours of operation. Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.
		G.4.02.d Outdoor Spray Park	Spontaneous use only.
		G.4.02.e Indoor Competitive Pool & Swim Lanes	<p>Fountain Park Recreation Centre – Competitive Pool Spontaneous and booked use facility.</p> <ul style="list-style-type: none"> • Minimum of one lane dedicated to spontaneous lane swimming. • Offered based on Fountain Park Recreation Centre hours of operation. • Fees in alignment with Council Policy: C-FS-16: Municipal Fees and Charges. <p>Bleacher seating provided.</p> <ul style="list-style-type: none"> • Bleacher seating provided. <p>Landrex Water Play Centre</p> <ul style="list-style-type: none"> • Minimum of one lane provided for spontaneous lane swimming. • Flutter boards and kick buoys are provided. <p>Grosvenor Pool Lane swimming provided in alignment with the Grosvenor Pool hours of operation.</p>
		G.4.02.f Aquatics Play Features	<p>Fountain Park Recreation Centre Includes slides (small, medium and large), play structures and 1m diving board. Offered based on Fountain Park Recreation Centre hours of operation. Amenities that align with each basin are reserved as part of booking.</p> <p>Grosvenor Pool 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>Landrex Water Play Centre Includes: 2 large water slides, spray features and other assorted play features. Offered during Landrex Water Play Centre hours of operation.</p>

Service	Description	Service Component	Service Level
		G.4.02.g Hot Tubs	Spontaneous use only. Fountain Park Offered based on Fountain Park hours of operation. Landrex Water Play Centre Offered during Landrex Water Play Centre hours of operation.
		G.4.02.h Lazy River	Landrex Water Play Centre Spontaneous use only. Offered during Landrex Water Play Centre hours of operation. Single tubes and double tubes are provided.
		G.4.02.i Saunas and Steam Rooms	Spontaneous use only. Temperature • Sauna: 36-38 degrees Celsius. • Steam Room: 46-48 degrees Celsius. Fountain Park Offered based on Fountain Park hours of operation. Landrex Water Play Centre Offered during Landrex Water Play Centre hours of operation.

Service	Description	Service Component	Service Level
G.4.03 Sports Fields	Provision of maintained dry floor, artificial turf and natural turf field space and ball diamond dedicated to use for recreation and sport activities.	G.4.03.a 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. 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 and 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.</p>

Service	Description	Service Component	Service Level
		G.4.03.b Outdoor Natural Turf Fields	<p>Available for booked and spontaneous use. 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"> • Opening - 100% of surface is naturally clear of snow and ice. Based on daily visual inspection. • Closing – First permanent frost. Based on daily visual inspection. • Unscheduled mid season closure - Occurs to repair hazards or protect surface during weather events. <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 May, June, September and October.</p> <p>Lining, parking, and goals are provided at all fields. Seating is provided at select fields.</p> <p>Line Painting is completed at the beginning of the season and weekly thereafter. 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.</p>
		G.4.03.c Outdoor Artificial Turf Fields	<p>Available for booked and spontaneous use. 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. Based on daily visual inspection. • Closing: November 30. • Unscheduled mid season closure - Occurs to repair hazards or protect surface during weather events. <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. Maintenance includes clearing field of debris, field and line maintenance and garbage collection.

Service	Description	Service Component	Service Level
		G.4.03.d 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>

Service	Description	Service Component	Service Level
G.4.04 Sports Courts	Provision of open level areas equipped with appropriate lines and amenities, upon which a recreational game is played.	G.4.04.a Tennis courts	<p>Available for spontaneous use. 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 Public Works. <p>Nets, posts and cranks, practice boards, fencing (galvanized steel chain link exterior fencing) and schedule signage provided. No Lighting.</p> <p>Maintenance includes assessment of nets, fencing, posts, asphalt, lines, hazard assessment, removal of debris, and garbage collection.</p>
		G.4.04.b Tarmac Areas	<p>Available for spontaneous use. Open year round. Hours in alignment with Parks Bylaw 19/65. Basketball hoops (except Alpine Park) are 10ft with nylon net (one per year). No Lighting. Maintenance includes site Inspections and assessment of nets, posts, asphalt, lines, hazard assessment, and removal of debris.</p>
		G.4.04.c Racquetball and squash courts	<p>Offered 363 days per year. Closed on Christmas Day and New Year’s Day. Access is provided with purchase of day admission or with membership. Available for booked use. Offered during Fountain Park hours of operation. Sliding glass doors, flooring, lighting, lining (racquetball and squash) are provided. Weekly maintenance includes site inspection, floor cleaning, and glass cleaning.</p>
		G.4.04.d Beach Volleyball courts	<p>Available for spontaneous use. Open year round. Hours in alignment with Parks Bylaw 19/65. Net and sand are provided. No Lighting. Annual maintenance includes sand refill, weed eating, hazard assessment, and removal of debris.</p>
		G.4.04.e 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. Opening/Closing Criteria: • 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. Nets and schedule signage are provided. No Lighting Maintenance includes assessment of nets, fencing, posts, asphalt, lines, hazard assessment, garbage collection and removal of debris. Signage posting - Schedule posted monthly.</p>

Service	Description	Service Component	Service Level
G.4.05 Fitness Equipment	Provision of indoor and outdoor fitness equipment for physical exercise.	G.4.05.a Indoor	<p>Available for spontaneous use only. Operates 363 days per year. Closed on Christmas Day and New Year's Day.</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 the 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. Free equipment orientations provided to facility users during operational hours.</p>
		G.4.05.b Outdoor	<p>Available for spontaneous use only. Hours are in alignment with Parks Bylaw 19/65. Visual inspection is based on fitness equipment maintenance documentation.</p>
G.4.06 Gymsnasiums	Provision of indoor gymnasium space to the community for social, recreational and sport activities.	G.4.06.a Community Gymsnasiums	<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. Operates 363 days per year. Closed on Christmas Day and New Year's Day.</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. Fixed and adjustable basketball, volleyball, badminton/pickleball and floor hockey.</p> <p>Maintenance includes visual inspections, cleaning and garbage collection.</p>
		G.4.06.b School Gymsnasiums	<p>Available for booked use through Reciprocal Use Agreement. School gymnasiums are maintained by the specific school divisions.</p>

Service	Description	Service Component	Service Level
G.4.07 Playgrounds	Provision of spontaneous recreational play structures for public use.	G.4.07.a Indoor Playgrounds	Available year round. Children must be supervised from inside the playground. Servus Credit Union Place Available for spontaneous use only. Monday to Sunday from 8:00am – 9:00pm. Children under 8 need to have under 8 wristbands and must be accompanied by a responsible person aged 12 years or older. Fountain Park Recreation Centre Available for spontaneous and rental use. Hours in alignment with the Fountain Park hours of operation. Portable equipment, benches, garbage and lighting provided.
		G.4.07.b Outdoor Playgrounds	Available for spontaneous use only. Open year-round. Hours are in alignment with Parks Bylaw 19/65. Mid Season Closure: <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. Exception: Woodlands Water Play Park Playground aligns with Outdoor Spray Park hours and operation period. Minimum of one garbage, seating option and bike rack on site. Playground components are specific to site and are selected based on community engagement. When playground replacement occurs, existing components are replaced with a consistent product whenever possible (slides, swings, etc.). Site Inspections/Assessments: <ul style="list-style-type: none">• May to September: once per month. October to April: Every second month.• Based on Canadian Standards Association playground standards. Maintenance includes garbage collection.

Service	Description	Service Component	Service Level
G.4.08 Specialty Sport Amenities	Provision of purpose-built recreational amenities dedicated to specialty recreation and sports activities.	G.4.08.a Skate Amenities	<p>Portable Skate Amenities</p> <ul style="list-style-type: none">Standards to be documented <p>Woodlands Skate Park</p> <p>Available for spontaneous use.</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 inspectionOpening: 100% of surface is naturally clear of snow and iceClosing: First permanent frostBased on daily visual inspectionPhotocell Lighting is provided at these facilities from dusk to 10:30 pm from April to November.Light posts are padded. <p>Nets, schedule signage and lighting provided.</p> <p>Maintenance includes an assessment of surface, concrete, fencing, graffiti, and hazards, and garbage collection.</p> <p>Operating hours of Woodlands Water Play Park, the Water Play Park Attendants are available as First Aid responders.</p>
		G.4.08.b Bike Amenities	<p>Bike Skills Amenities</p> <p>Available for spontaneous use only. Open year-round.</p> <p>Hours are in alignment with Parks Bylaw 19/65.</p> <p>BMX Amenities – St. Albert BMX Park</p> <p>St. Albert BMX Park is operated by the St. Albert BMX Club through a lease partnership with the City of St. Albert.</p>

Service	Description	Service Component	Service Level
G.4.09 Track Facility	Provision of running/walking track and amenities required for field training activities.	G.4.09.a Running Track	<p>Servus Place - Indoor</p> <p>Available for spontaneous or programmed use only. Open in alignment with Servus Place hours of operation.</p> <p>Accessibility of Facility</p> <ul style="list-style-type: none">• The track and 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 a parent or guardian.• Youth 12: 15 years of age are permitted alone on the track and training corners if they have completed the Smart Start for Teens orientation program. Children under 8 are not permitted to use the track or equipment (babies in strollers are permitted if they remain inside the stroller seats). <p>Mid-season 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>Fowler Athletic Park - Outdoor</p> <p>Available for booked and spontaneous use. Open May to October. 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. Maintenance occurs between Monday to Friday form 7:00am – 3:30pm.</p>

Service	Description	Service Component	Service Level
		G.4.09.b Athletic Field	<p>Available for booked and spontaneous use.</p> <p>Facility includes:</p> <ul style="list-style-type: none">• Throwing circle• Long jump pit• High jump surface• Speed track• Steeplechase Gate <p>Open May to October. 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• Unscheduled mid season closure - Occurs to repair hazards or protect surface during weather events <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. Maintenance occurs between Monday to Friday from 7:00am – 3:30pm. Line Painting - Completed for field events for sport partners and schools only. 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>

Service	Description	Service Component	Service Level
G.4.10 Ice Surfaces	Provision of maintained ice dedicated to use for recreation and sport activities.	G.4.10.a Indoor Arenas (Go Auto Arena, Mark Messier Arena, Troy Murray Arena, Jarome Iginla Arena, Kinex Arena)	<p>Fees are in alignment with Council Policy: C-FS-16: Municipal Fees and Charges.</p> <p>Available for booked use only. Bookable Hours:</p> <p>Jarome Iginla/Kinex Arenas • August to mid-April – 6:00am – 12:30am • Mid April to July – 8:30am – 11:00pm Go Auto, Mark Messier, Troy Murray Arenas • August to mid-April - 6:00am – 12:00am • Mid April to July - Saturday to Tuesday - 7:30am – 12:00am • Mid April to July - Wednesday to Friday – 8:30am – 11:00pm</p> <p>Specific opening and closure dates for indoor arenas (except Mark Messier/Troy Murray Arena) are determined annually based on maintenance need and schedule of events.</p> <p>One mid season closure at each Mark Messier/Troy Murray in April – Two weeks 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: • Size: NHL size- 85ft X 200ft • Depth: No more than 1 1/4 Inch thickness • No less ¾ inch thickness. • Temp: 17 F</p> <p>Glass: • 6ft back 4ft sides • Thickness: 5/8-inch 6ft. ½ inch 4ft • Tempered Glass</p> <p>Boxes – players, time keepers and penalty boxes. Benches in all boxes.</p> <p>Minimum one Arena Operator is on site during operating hours. Maintenance time. • Occurs Mondays between 5:00am – 10:00am • Measure ice thickness • Ice edging Maintenance includes ice plant inspections, flooding (15 minutes allotted for flooding), glass cleaning, and garbage collection.</p>

Service	Description	Service Component	Service Level
		G.4.10.b Outdoor Rinks (Manned and Unmanned Outdoor Rinks)	<p>Available for booked use and spontaneous use. Maximum booking of one 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. 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 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 Statutory holidays <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. <p>Maintenance includes snow clearing, cleaning, graffiti removal and garbage collection.</p>

Service	Description	Service Component	Service Level
		G.4.10.c Social Ice Surface (Natural Social Ice, Unmanned Built Social Ice, Manned Built Social Ice)	<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: 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>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 Holidays.</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, two to three 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, one time per week.</p> <p>Maintenance includes snow clearing and flooding, cleaning, graffiti removal, and garbage collection.</p>

Service	Description	Service Component	Service Level
		G.4.10.d Leisure Ice	<p>Available for spontaneous use only.</p> <p>Offered according to Servus Place hours of operation. 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 is provided at 300 Lux lighting standards.</p> <p>Ice: Depth: No more than 1 1/4 Inch thickness, no less ¾ inch thickness, temp: 17F.</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. Flooding is inspected daily. Time allotted is 10 minutes.</p>
		G.4.10.e Curling Rink	<p>St. Albert Curling Club is operated by St. Albert Curling Club through a lease partnership with the City of St. Albert.</p>

Service	Description	Service Component	Service Level
G.4.11 Meeting Spaces	A space provided for events such as social gatherings, business conferences and meetings.	G.4.11.a Meeting Rooms	<p>Servus Place and Fountain Park Meeting Rooms</p> <p>Offered for rental and program use. Operates 363 days per year. Closed on Christmas Day and New Year's Day. 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>Jarome Iginla Arena Meeting Room</p> <p>Offered for rental and program use. • August to mid April: 6:00am – 12:30am • Mid April to July: 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. Cleaning is completed to support the usage schedule. No equipment set-ups are provided.</p> <p>Riel Amenities Building Meeting Room</p> <p>Offered for rental and program use. 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. Cleaning is completed to support the usage schedule. No equipment set-ups are provided.</p>
		G.4.11.b Clubhouses	<p>Mission Clubhouse - Operated through license of occupation with St. Albert Tennis Association.</p> <p>Grandin, Lacombe, Willoughby and Alpine Clubhouses Available for booked use only with maximum of one booking per day.</p> <p>Operated year round. 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>

Service	Description	Service Component	Service Level
		G.4.11.c Pavilions (Lion’s Park – Large and Small Pavilions)	Available year round. Hours in alignment with Parks Bylaw 19/65. Lion’s Park – Large Pavilion <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. Lions Parks – Small Pavilion <ul style="list-style-type: none">• Available for spontaneous use only. Picnic tables and standard electrical plug provided at site. Lion’s Park Large Pavilion – Signage schedule posted weekly at site. Pavilions are not heated. Maintenance inspection is completed annually. Visual inspection completed daily.
		G.4.11.d 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.
PROGRAM			
G.5 Parks and Open Spaces			
G.5.1 Access to Parks and Open Spaces	Definitions currently in development to align with Municipal Development Plan and Active Transportation Plan.	G.5.1.a Access to Parks and Open Spaces	Planning and Design: Park classification, design and development are outlined through the City of St. Albert Parks and Open Space Standards and Guidelines. Construction: Construction outlines through the Engineering Standards. Hours: Hours are in alignment with Parks Bylaw 19/65. Access: Free access spontaneous spaces. Park and trail sign standards are in alignment with Administrative Directive – A-CS-08 – Parks and Trails Sign Standards.
G.5.2 Trail System	Definitions currently in development to align with Municipal Development Plan and Active Transportation Plan.	G.5.2.a Trail System	Planning and Design: Park classification, design and development are outlined through the City of St. Albert Parks and Open Space Standards and Guidelines. Construction: Construction outlines through the Engineering Standards. Hours: Hours are in alignment with Parks Bylaw 19/65. Access: Free access spontaneous spaces. Park and trail sign standards are in alignment with Administrative Directive – A-CS-08 – Parks and Trails Sign Standards.

Service	Description	Service Component	Service Level
G.5.3 Park Amenities	Definitions currently in development to align with Municipal Development Plan and Active Transportation Plan.	G.5.3.a Components currently being documented	Detailed standards currently in development.
G.5.4 Dog Designated Areas	An area provided for dogs to recreate off leash.	G.5.4.a Dog Friendly Parks	<p>Dedicated use off leash space for dogs, owners and park users.</p> <p>Design and Construction: Park classification and design are outlined through the Area Structure Plan Technical Report.</p> <p>Standards and Expectations for the development and operation of City Dog Friendly Parks are in alignment with Administrative Directive A-CS-07 – Standards for City Dog Friendly Parks.</p> <p>Hours: Hours are in alignment with Parks Bylaw 19/65.</p> <p>Access: Free access spontaneous spaces. Responsibilities of owners of animals within and location of sites are in alignment with Animal Bylaw 11/2013. Park and trail sign standards are in alignment with Administrative Directive – A-CS-08 – Parks and Trails Sign Standards.</p>
		G.5.4.b Off Leash Areas	<p>Shared use off leash space for dogs, owners and park users.</p> <p>Hours: Hours are in alignment with Parks Bylaw 19/65.</p> <p>Access: Free access spontaneous spaces.</p> <p>Responsibilities of owners of animals within and location of sites are in alignment with Animal Bylaw 11/2013. Changes to existing Off Leash Areas are in alignment with Administrative Directive A-CS-03 – Off Leash Area Designation. Park and trail sign standards are in alignment with Administrative Directive – A-CS-08 – Parks and Trails Sign Standards.</p>

City Assets Management

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

Service	Description	Service Component	Service Level
PROGRAM			
H.1 Assets Management			
H.1.1 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.	H.1.1.a 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 three-year cycle.
		H.1.1.b 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 five-year cycle. The sidewalk network is evaluated on a five-year cycle.
		H.1.1.c 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 two years.
		H.1.1.d Parking lots	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. Evaluated every three years.
		H.1.1.e 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.
		H.1.1.f Signs, Signals and Road-markings	Actual materials and processes are dependent on asset type, and most up to date condition level assessments and “need”. Signals and road-markings are evaluated annually. Signs are evaluated on a three-year cycle. Additional inspection/action may be taken on a “response to concern” basis.
H.1.2 Buildings/Facilities Maintenance	Maintenance and upgrade of city facilities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	H.1.2.a City Facility Inspections	Varies with type of service provided, structural, mechanical, electrical.
		H.1.2.b Preventive maintenance	Varies with type of service provided, structural, mechanical, electrical.
		H.1.2.c Capital repairs to buildings and facilities	Varies with type of service provided, structural, mechanical, electrical.
		H.1.2.d Repairs / Maintenance	Varies with type of service provided, structural, mechanical, electrical.

Service	Description	Service Component	Service Level
H.1.3 Fleet Management	Procurement, maintenance and repair of City fleet and mobile equipment.	H.1.3.a Vehicle and equipment replacement and procurement	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. Improve equipment inventories and expand the replacement fund to include a broader range of major attachments. Improve usage reporting.
		H.1.3.b 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.
		H.1.3.c Vehicle and equipment maintenance	Customers drop off the equipment at our drop off centre and seasonal overhaul programs.
		H.1.3.d 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.
		H.1.3.e 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.
		H.1.3.f 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.
		H.1.3.g Maintenance	Customers drop off the equipment at our drop off centre and seasonal overhaul programs.
		H.1.3.h 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.
H.1.4 Transit Fixed Assets	Maintenance and upgrade of city facilities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	H.1.4.a Transit benches maintenance and upgrade	Preventative maintenance and repairs as required.
		H.1.4.b Transit shelters maintenance and upgrade	Preventative maintenance and repairs as required.
		H.1.4.c Transit centres maintenance and upgrade	Preventative maintenance and repairs as required.
H.1.5 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.	H.1.5.a Inspection and repair/replace	Regular inspections and maintenance as required.

Service	Description	Service Component	Service Level
H.1.6 Playground Maintenance	Maintenance, upgrade and replacement of playground equipment to ensure safe, well-maintained, well-functioning facilities for participants' enjoyment.	H.1.6.a Playground Inspections	Regular inspections and maintenance based on season and use of playgrounds.
		H.1.6.b Playground repairs and maintenance	Regular inspections and maintenance based on season and use of playgrounds.
H.1.7 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.	H.1.7.a Indoor Recreation Facilities operation and program support	Maintenance is done on City arenas and field houses as required.
		H.1.7.b Outdoor Ice Surface Operation and Maintenance	All boarded and non-boarded city outdoor ice surfaces.
		H.1.7.c Outdoor Sports Facilities maintenance and program support	Tennis courts, Pickleball courts, and Riel Sportfield.

Governance, Public Communication and Participation

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

Service	Description	Service Component	Service Level
PROGRAM			
I.1 Governance			
I.1.1 Municipal Censes	Organization and coordination of municipal censes.	I.1.1.a Municipal Censes	Census is conducted every two years. Census is open for at least six weeks to allow residents time to provide information. Census information can be completed in person (at the door) or online. Census results are available by the end of Q3 in the year the census was conducted.
I.1.2 Conducting Votes of Electors	Organization, coordination and delivery of municipal election.	I.1.2.a Election Voting Opportunities	The general election is organized and conducted every 4 years as per legislation. Voting is open between 8:00 a.m. to 8 p.m. Advance voting opportunities are available at 10 senior accommodation facilities. Advance Vote Days are available for five days with two of those days having two locations available for voters. Waiting time for voters at voting stations is a maximum of 30 minutes. Reporting of the vote results is available within one hour of the close of voting stations through the website and media release.
		I.1.2.b Election Officials Recruitment	Election is organized and conducted every 4 years. Approximately 200 election officials are hired to complete the census. Advertising for recruitment is placed three weeks prior to the recruitment process starting. Successful candidates are notified within two weeks from the interview. Unofficial election results are issued to public the same evening, once all polling stations close and results are unofficially tubulated.
PROGRAM			
I.2 Public Communication and Participation			
I.2.1 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.	I.2.1.a Public Communications	Public communication provided through social media and website. Standards are currently in development.
I.2.2 Public Participation	Provision of opportunities for residents and stakeholders to provide input to Council and Administration into decisions affecting the community.	I.2.2.a Corporate Wide Opportunities	City offers opportunities for residents to provide input into community design, capital projects, 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. Types of opportunities may include open houses, world cafes, surveys, forums, focus groups, pop-ups, public meetings, workshops, and resident juries, etc.

Service	Description	Service Component	Service Level
		I.2.2.b Community Satisfaction Survey	Conducted biennially. 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 days of completions.
		I.2.2.c 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.
		I.2.2.d Community Open House	The Open House is organized annually, following the City Manager's presentation of the proposed budget. All residents and stakeholders are welcome to attend and participate.
I.2.3 Website and Online Communications	Provision of information and resources to residents and community using City website and social media.	I.2.3.a Management of corporate social media accounts	To be determined.
		I.2.3.b Website content management	To be developed (visual style guide, content guide, review schedule).
I.2.4 Corporate Reporting	Lead the corporate reporting processes to maintain transparency to the community through regular reporting of the City's achievements.	I.2.4.b 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 Chief Administrative Officer. An internal Executive Leadership report is prepared quarterly to communicate progress on the status of key strategic initiatives identified within the Corporate Business Plan. Performance Measurement reporting and associated service levels are under development.
		I.2.4.c StATracker Performance Dashboard	The StATracker Performance Dashboard is updated quarterly and published on the City's website. Modification or amendments to indicators posted on the StATracker Performance Dashboard are updated as requested.
		I.2.4.a City's Annual Report	The City's Annual Report is published in June of each year in accordance with Government Finance Officer Association (GFOA) timelines.
I.2.5 Media Relations	Management of media relations, contacts and interviews: monitoring City related media coverage; preparation and distribution of news releases and media advisories.	I.2.5.a Media Advisories and news releases	Media are acknowledged within two hours whenever possible and always within a business day from the time of contact. City responds to media inquiries and/or accommodate interview requests within requested or negotiated timelines.
		I.2.5.b Media events	Provide notice to media at least 24 hours prior to an event. For every event, notice is immediate, upon scheduling an event.