





## Brazeau County 2018 Service Delivery Review

COMMUNITY SERVICES	
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
<b>POLICE PROTECTION</b>	
Enforce Local Bylaws	<ul style="list-style-type: none"> <li>• Over 70 enforcement calls annually handled by two Community Peace Officers &amp; Vehicle related to off highway vehicles, stray animals, and speeding vehicles, etc.</li> </ul>
Enforce Provincial Statutes	<ul style="list-style-type: none"> <li>• Enforcement of the following:               <ul style="list-style-type: none"> <li>○ <i>Animal Protection Act</i></li> <li>○ <i>Dangerous Dogs Act</i></li> <li>○ <i>Environmental Protection and Enhancement Act</i></li> <li>○ <i>Forests and Prairie Protection Act</i></li> <li>○ <i>Gaming and Liquor Act</i></li> <li>○ <i>Fuel Tax Act</i></li> <li>○ <i>Petty Larson</i></li> <li>○ <i>Provincial Offenses Procedures Act</i></li> <li>○ <i>Public Lands Act</i></li> <li>○ <i>Highway Development and Protection Act</i></li> <li>○ <i>Petty Trespass Act</i></li> <li>○ <i>Stray Animals Act</i></li> <li>○ <i>Tobacco and Smoking Reduction Act</i></li> <li>○ <i>Tobacco Tax Act</i></li> <li>○ <i>Trespass to Premises Act</i></li> <li>○ <i>Traffic Safety Act</i></li> </ul> </li> </ul>
Speed Enforcement	<ul style="list-style-type: none"> <li>• Speed enforcement through the following equipment:               <ul style="list-style-type: none"> <li>○ Genesis II Radar</li> <li>○ Laser – Ultra Lyte LR (LTI 20-20)</li> </ul> </li> </ul>
Animal Control	<ul style="list-style-type: none"> <li>• Provide Animal Collection Services as required via administering the dog catcher contract</li> <li>• Handles animal control complaints and investigations</li> </ul>
General Administration	<ul style="list-style-type: none"> <li>• Ticket management – processing and recoding/filing</li> <li>• General correspondence</li> <li>• Support to organization departments for serving notification and legislation papers such as tax notice “in arrears”, unsightly premises etc.</li> <li>• Preparation of court packages and case files</li> </ul>
General Patrol	<ul style="list-style-type: none"> <li>• Protection of Infrastructure and road monitoring</li> <li>• Enforcement, educating the public, and notification to PW maintenance of hazards, conditions of roads and</li> </ul>

Revised: September 25,2017

Approved: December 19, 2017

## COMMUNITY SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	<p>anything relevant to county right of ways and properties</p> <ul style="list-style-type: none"> <li>Assist Public Works during off business hours and weekends without incurring additional costs to ratepayers for overtime unless staffs needs to be called out</li> <li>Protective Services staff working various shifts, and weekends and stat holidays, the county has personnel able to check public reports of road conditions/hazards beyond normal business hours</li> </ul>

### AGRICULTURAL SERVICES

Agricultural Service Board	<ul style="list-style-type: none"> <li>To act as an advisory body and to assist the council and the minister, in matters of mutual concern</li> <li>To advise on and to help organize and direct weed and pest control and soil and water conservation programs</li> <li>To assist in the control of livestock diseases under the <i>Livestock Disease Act</i></li> <li>To promote, enhance and protect viable and sustainable agriculture with a view to improving the economic viability of agriculture producers</li> <li>To promote and develop agricultural polices to meet the needs of the municipality</li> </ul>
Pest Control Program	<ul style="list-style-type: none"> <li>Carry out the duties as per the <i>Agricultural Pest Act</i> and the <i>Pest and Nuisance Control Regulation</i></li> <li>Provide training opportunities on pest control</li> <li>Provide equipment to deal with problem wildlife and pests</li> <li>Provide pest education and awareness seminars during out breaks</li> <li>Conduct grass hopper surveys</li> <li>Conduct inspections and testing as require on canola fields for Club root</li> <li>Provide a <i>Fusarium Graminearum</i> testing program to farmers</li> </ul>
Soil Conservation Program	<ul style="list-style-type: none"> <li>Carry out duties as per the <i>Soil Conservation Act</i> to protect agricultural lands from wind and water erosion</li> <li>Roadside seeding for erosion control</li> </ul>
Weed Inspection Program	<ul style="list-style-type: none"> <li>Provide weed inspectors as per the <i>Weed Control Act</i> to carry out roles as per the Weed Act and Regulation</li> <li>Crop protection through weed inspections and enforcement on public and private lands</li> <li>Provide a no-spray option for landowners who are not in favour of herbicide application</li> </ul>

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	<ul style="list-style-type: none"> <li>• Herbicide rebate program</li> <li>• Provide extension services to landowners on how to control and eradicate Prohibited Noxious and Noxious weeds</li> </ul>
Roadside Vegetation Program	<ul style="list-style-type: none"> <li>• Roadside vegetation management through mowing for brush control, safety, visibility and wildlife protection</li> <li>• The first pass will be a shoulder pass on all primary roads then on to the Range Roads and Township roads. The second pass will follow the same format as the first pass with the exception that the mowing will be from shoulder to fence line where possible.</li> <li>• Control and eradication of Prohibited Noxious and Noxious weed species from county roads and county owned lands through herbicide application for long term control.</li> </ul>
Rural & Community Services	<ul style="list-style-type: none"> <li>• Maintain a forage and soil sampling program for landowners</li> <li>• Provide extension programs relating to weed and livestock issue such as: grazing, manure management, sustainable cropping systems</li> <li>• Hosting workshops i.e. water well and farmer pesticide application education</li> </ul>
Agricultural Rental Equipment Program	<ul style="list-style-type: none"> <li>• Brazeau County offers producers and acreage owners' equipment to assist residents with a wide range of seasonal needs</li> <li>• Inventory includes equipment for weed management, pest control, land and cattle management</li> </ul>
<b>PARKS AND RECREATION SERVICES</b>	
Rec/Parks Facilities & Programs Administration	<ul style="list-style-type: none"> <li>• To enhance the quality of life in Brazeau County through recreation and leisure</li> <li>• To provide residents and visitors with the opportunity to enjoy the outdoors in clean, well run and safe playgrounds</li> <li>• To provide county residents and visitors with clean, safe and well maintained day use outdoor facilities and campgrounds (Willey West, Pih-To-Kwe, Modeste Creek, Easyford)</li> <li>• To investigate and provide county residents and visitors with outdoor recreation sports facilities that meets their needs</li> <li>• To investigate and provide a walkway and trail system for non-motorized traffic that links communities and provides recreation opportunities</li> <li>• Cooperative agreement and funding to Town for county</li> </ul>

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	residents to utilize recreation and cultural facilities and programs
Cemeteries	<ul style="list-style-type: none"> <li>• Project management and maintenance for county owned cemeteries</li> </ul>
<b>COMMUNITY SERVICES</b>	
Community Organization Funding	<ul style="list-style-type: none"> <li>• FIN-7 Community Organization Funding Policy – grant funding available for:               <ul style="list-style-type: none"> <li>○ Cemetery Funding</li> <li>○ Senior/Disabled/Public Transit Funding</li> <li>○ Museum Funding</li> <li>○ Community Hall Funding (operating and capital)</li> <li>○ Recreation and Cultural Funding</li> <li>○ FCSS</li> <li>○ Community Events</li> <li>○ Youth Sport</li> </ul> </li> </ul>
Family and Community Support Services (FCSS)	<ul style="list-style-type: none"> <li>• Grants provided to Drayton Valley to support people to develop independence and resistance to crisis while creating an awareness of social needs and provided tools and resources to build a strong community</li> </ul>
<b>ECONOMIC DEVELOPMENT</b>	
Business Retention and Expansion	<p>A business retention and expansion program is a critical component of a community's overall ability to create policies and procedures enabling businesses to grow and thrive in the community.</p> <p><u>Goals</u></p> <ul style="list-style-type: none"> <li>• To keep an up to date and valuable inventory of the business community.</li> <li>• To provide a 'Business in Brazeau Network' that will help our businesses through free marketing, networking opportunities, information referral services and educational workshops and seminars.</li> <li>• To provide a warm welcome for all new businesses.</li> </ul> <p><u>Strategy/Actions</u></p> <ul style="list-style-type: none"> <li>• Free Online Business Directory</li> <li>• Business Resource Center</li> <li>• Business Visitation Program (BVP)</li> <li>• Business Inventory updates (on-going)</li> <li>• Information Referral</li> <li>• New Business Welcoming Program</li> </ul>

## COMMUNITY SERVICES

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	<ul style="list-style-type: none"> <li>Personalized Business Consultation</li> <li>Quarterly Business Newsletter</li> <li>Skills Gap Analysis/Workforce Development – work in partnership with existing education and training organizations (Norquest/CETC/AB Apprenticeship, etc.)</li> <li>Women in Business Network – delivery of bi-annual conference, workshops, networking events targeted towards female entrepreneurs, professionals, trades and budding entrepreneurs</li> </ul>
Business Attraction/Growth/Diversification	<p>Attracting business and investment, based on a clear set of goals and objectives that can be achieved by implementing carefully thought out strategies and tactics. Brazeau County has the traditional resource industries of oil &amp; gas, forestry and agriculture and growth opportunities in bio/clean energy and tourism. Diversity in an economy is critical to long term growth and lasting prosperity.</p> <p><u>Goals</u></p> <ul style="list-style-type: none"> <li>To research the emerging industries that are compatible with our area and work with partners to attract or grow those industries.</li> <li>To work with our existing industries to remain prosperous in the current economy through diversification and value-added opportunities.</li> <li>To be open for business.</li> </ul> <p><u>Strategy/Actions</u></p> <ul style="list-style-type: none"> <li>Economic Profile</li> <li>Hosting/co-hosting of workshops and events (tourism, clean tech, innovation, bio-economy, etc.)</li> <li>Hosting/co-hosting trade delegations</li> <li>Sponsor and attend industry conferences and tradeshows</li> <li>Regular communications to our businesses on sources of funding, provincial and federal support programs and trade mission opportunities via email blasts and business newsletter</li> <li>Targeted Investment Attraction website/marketing materials</li> <li>Tourism Shelf Ready Business Opportunities Marketing packages</li> </ul>
Community Sustainability	<p>Sustainable communities are communities that plan, build, or modify themselves to promote sustainable living.</p> <p><u>Goal</u></p>

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	<ul style="list-style-type: none"> <li>To protect and preserve our natural resources.</li> <li>To grow business in a manner that respects our environment.</li> <li>To be a socially responsible governing body.</li> <li>To proactively plan for a sustainable and thriving community now and for future generations.</li> </ul> <p><u>Strategy/Actions</u></p> <ul style="list-style-type: none"> <li>Commitment/plan/funds to address attainable housing, as needed.</li> <li>Support opportunities for clean energy/alternative energy practices.</li> <li>Commitment to recreation trail development preserves natural habitat and lands while creating opportunity for improved quality of life for its citizens.</li> </ul>
Strategic Partnerships	<p>Key to the success of any Economic Development organization is the synergies that come from positive strategic partnerships. Without these partnerships, an Economic Development organization works in a silo which stifles creativity and new opportunities.</p> <p><u>Goal</u></p> <ul style="list-style-type: none"> <li>To forge working relationships with organizations where mutual benefit is gained through knowledge sharing and creating strategic opportunities to work in partnership for the better good of our community.</li> </ul> <p><u>Strategy/Actions</u></p> <p><i>Project Partners</i></p> <ul style="list-style-type: none"> <li>Alberta Apprenticeship</li> <li>Careers Next Generation</li> <li>Clean Energy Technology Centre (CETC)</li> <li>Community Futures Capital Region</li> <li>Municipal partners – Town of Drayton Valley, Village of Breton</li> <li>NorQuest College</li> <li>Provincial and Federal Government – Tourism &amp; Culture, Parks &amp; Environment, Labour</li> <li>Travel Alberta</li> </ul> <p><i>Association Memberships</i></p> <ul style="list-style-type: none"> <li>EDA – Economic Developers of Alberta</li> <li>EDAC – Economic Developers Association of Canada</li> </ul> <p><i>Boards</i></p>

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Communications/PR/Marketing Activities	<ul style="list-style-type: none"> <li>• Community Futures Capital Region – Director</li> </ul> <p>To raise public awareness of Brazeau County by educating key audiences that we have a strategic plan with measurable outcomes.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> <li>• To communicate information in a precise and timely manner;</li> <li>• To provide opportunities for citizen engagement and public consultations;</li> <li>• To promote Brazeau County as a safe and friendly environment for families; and</li> <li>• To promote Brazeau County as an open, transparent and progressive place for business investment.</li> </ul> <p><u>Tools/Tactics/Activities</u></p> <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Brazeau Business Newsletter</li> <li>• Brazeau Community Newsletter</li> <li>• Brazeau County municipal website and targeted investment websites.</li> <li>• Communications Plan/Policy Development</li> <li>• Council Public Relations/Strategic Action Items</li> <li>• Develop and maintain marketing materials designed to promote the County.</li> <li>• Information Exchange: e-blasts to businesses</li> <li>• Print Media: local and provincial publications for Council advertising, special messages, etc.</li> <li>• Public Relations: News Releases, media monitoring</li> <li>• Seasonal Messages on the local radio</li> <li>• Social Media</li> </ul>
<b>EMERGENCY SERVICES</b>	
Disaster Services	<ul style="list-style-type: none"> <li>• The Brazeau Emergency Management Agency is to provide a prompt and co-ordinate response to emergencies affecting the municipality</li> <li>• To develop and maintain a current Municipal Emergency plan</li> <li>• To test the Plan and activate training sessions with other agencies</li> </ul>





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<b>FINANCIAL SERVICES</b>	
Taxation & Assessment	<ul style="list-style-type: none"> <li>Maintenance of a current assessment roll that meets the requirements of the MGA of approximately 8,700 properties.</li> <li>Land title changes of approximately 720 per annum.</li> <li>Preparation of tax levies and notices for annual assessments.</li> <li>Tax collections, statements, letters, phone calls completed monthly.</li> <li>Tax recovery process, submit arrears list, prepare for, and conduct, the tax sale annually.</li> <li>Manage assessor's contract as it relates to compliance with ASSET standards.</li> <li>Liaise with assessor and other municipalities and government officials to improve regulations and policies.</li> <li>Act as Clerk for the County on the Assessment Review Boards, both Composite Assessment Review Board (CARB) and Local Assessment Review Board (LARB).</li> <li>Manage the monthly tax instalment plan.</li> <li>Property searches, tax certificates and assessment information as required.</li> <li>Respond to general inquires.</li> </ul>
Accounts Payable	<ul style="list-style-type: none"> <li>Process invoices weekly, verifying signing authorities and purchase order requirements of approximately 7,000 per annum.</li> <li>Process weekly cheque/EFT run for approval of approximately 3,000 cheques of \$67 Million per annum.</li> </ul>

## CORPORATE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	<ul style="list-style-type: none"> <li>• Accountable for cheque processing and purchase order controls.</li> <li>• Providing assistance to all departments for project costing for operational and capital projects.</li> <li>• Importing information from the Worktech job costing program into the Diamond Accounts Payable subledger. Verifying the accuracy of the imported information.</li> </ul>
Accounts Receivable	<ul style="list-style-type: none"> <li>• Process requisitions and invoices monthly to a total of approximately 600 per annum.</li> <li>• Collection of all corporate accounts monthly by statement, letter and phone.</li> <li>• Prepare and process auto debits of approximately 215 per month.</li> </ul>
Utilities	<ul style="list-style-type: none"> <li>• Manage monthly utilities bills of approximately 3,636 per annum.</li> <li>• Import meter readings, calculate and process bills.</li> <li>• Collections of outstanding accounts.</li> <li>• In conjunction with the Utility department, set up new installation bookings and schedule shutoffs as required.</li> <li>• Handle account changes and inquiries.</li> <li>• Manage monthly pre-authorized debit program.</li> </ul>
Payroll Administration	<ul style="list-style-type: none"> <li>• Process biweekly, monthly and semi –annual payroll runs.</li> <li>• Provide input for policies and procedures.</li> <li>• Comply with legislation as it pertains to labour work force.</li> <li>• Monthly reconciliation of all clearing accounts for benefits and pension.</li> <li>• Process submissions monthly for benefits and semi-monthly for pension.</li> </ul>

## CORPORATE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	<ul style="list-style-type: none"> <li>Balance and submit remittances for Canada Revenue Agency bi-weekly.</li> <li>Reconcile all accrual accounts monthly.</li> <li>Workforce of 80 – 100 staff depending on the seasonal peaks and lows.</li> </ul>
Audit Coordination	<ul style="list-style-type: none"> <li>Coordinate the provision of working papers to support the year-end external audit.</li> <li>Coordinate and oversee all year end procedures.</li> <li>Liaise with audit firm to provide additional working papers as required.</li> </ul>
Financial Reporting	<ul style="list-style-type: none"> <li>Maintenance of the general ledger and project costing.</li> <li>Balancing all subledgers monthly.</li> <li>Monthly budget reporting.</li> <li>Quarterly budget variance reports for Council.</li> <li>Monthly statement of financial position for Council.</li> <li>Undertake annual inventory count.</li> <li>Prepaid accounts reconciliation.</li> <li>Maintenance of work in progress; asset management and restricted surplus accounts.</li> <li>Perform monthly journal entries.</li> <li>Draft Financial Statement and Financial Information Return.</li> <li>Update and maintenance of live SQL Reports for management and staff reports</li> </ul>
Cash Management	<ul style="list-style-type: none"> <li>Balance and verify cash receipts and prepare bank deposits.</li> <li>Perform and prepare monthly bank reconciliation.</li> </ul>

## CORPORATE SERVICES

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Asset Management	<ul style="list-style-type: none"> <li>Asset Management Plan – tracking of current assets and development of strategy for future replacement/maintenance requirements.</li> <li>Review of condition of assets – write/down or suggest replacement.</li> <li>Review of assets to ensure recorded assets are still in use.</li> </ul>
<b>INFORMATION TECHNOLOGY</b>	
General Help Desk Services	<ul style="list-style-type: none"> <li>Provide help desk support for troubleshooting hardware, networking and software problems.</li> <li>Provide software utilization support and training in both a one on one or group training settings.</li> <li>Provide telephone service troubleshooting, support and changes, utilizing outside services when necessary.</li> </ul>
Network Asset Maintenance & Support Services	<ul style="list-style-type: none"> <li>Provide monthly preventative maintenance on servers.</li> <li>Generate reports to focus on potential problems and report problems to management if necessary.</li> </ul>
Computer Replacement Program (Annual)	<ul style="list-style-type: none"> <li>Ensure that staff computers and laptops are kept efficient and up to date. All non-specialty equipment will follow a 4 year replacement cycle.                             <ul style="list-style-type: none"> <li>Not all staff will have their computers replaced in the 4 years, but all computers will be replaced throughout the term. This means computers will be moved throughout the organization as required.</li> </ul> </li> </ul>
General Software Licensing & Support Services (Annual)	<ul style="list-style-type: none"> <li>Provide and manage proper and legal licensing for all non-specialty software required for the operation of the County. Keeping consistency between versions where it is important to the successful and efficient communication between internal and external organizations.</li> </ul>

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	<ul style="list-style-type: none"> <li>○ This includes Microsoft Office, Adobe Acrobat Professional, Microsoft Windows and any other software defined as standard on all County workstations.</li> </ul>
Project Management Licensing & Support Services (Annual)	<ul style="list-style-type: none"> <li>● All software will include a yearly enhancement charge that is a percentage of the original purchase price.</li> </ul>
Information Security (Subscription Bi-Annual)	<ul style="list-style-type: none"> <li>● Provide protection from both internal and external threats to all desktop, laptop and server computers within the organization from email and file virus or malware threats.</li> <li>● Email security and anti-virus software are purchased in alternate years to provide consistency in budgeting.</li> <li>● Develop and maintain disaster recovery and regularly scheduled backup processes to ensure the security of the County's information.</li> </ul>
Website	<ul style="list-style-type: none"> <li>● Provide support for the library website for archived documents.</li> </ul>
GIS/GPS Software Licensing & Support Services (Annual)	<ul style="list-style-type: none"> <li>● While each department manages their specialty software systems, IT works closely with the various departments to ensure a seamless integration within the whole County system.</li> </ul>
Communication Services	<ul style="list-style-type: none"> <li>● Develop and maintain overall telephone communication services for the organization.</li> </ul>
<b>GIS/GPS</b>	
Webmap Services (Annual)	<ul style="list-style-type: none"> <li>● Brazeau County's GIS information is accessible to authorized staff from any computer within the organization. This information includes all layers that the GIS Coordinator has made available.</li> </ul>

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	<ul style="list-style-type: none"> <li>Provision of a public Webmap service available to residents for their information and use.</li> <li>Brazeau County's financial system updates the parcel and owner information staff sees in Webmap nightly.</li> <li>Accurate Assessment updates property data on a contracted schedule as well as on request of the GIS Coordinator.</li> <li>Staff utilizes the Webmap Service for information as well as reporting. Some examples of report usage are Land Use Location Maps, Ortho Maps, and Adjacent Landowner information for mail outs.</li> </ul>
ESRI Solution	<ul style="list-style-type: none"> <li>Support a limited number of users and computer that utilize ESRI's Arc GIS Professional Application. This has been provided to staff who need enhanced data editing and mapping capabilities.</li> <li>IPADs have been loaded with ARC Collector to allow staff the ability to go out with aerial photography and Brazeau asset information, and collect point, lines and polygons. This also functions on iPhone.</li> </ul>
Geographical Information System (GIS)	<ul style="list-style-type: none"> <li>Maintain and operate a GIS based application to digitally capture and display all infrastructure and capital assets.</li> <li>Maintain and operate an internet based GIS application to digitally capture and display all infrastructure and capital assets for public use.</li> <li>Data management for inventory and condition of concrete sidewalks, roadways, signage, water, sewer, restricted land, and land zoning.</li> <li>Data management for land use zoning (from Diamond)</li> </ul>

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	<ul style="list-style-type: none"> <li>Data management and maintenance of vehicle tracking system.</li> <li>Support and maintain Work Alone system utilized by Public Works and infrastructure.</li> </ul>
Mapping	<ul style="list-style-type: none"> <li>Prepare and plot maps for external and internal uses (approximately 800 maps annually).</li> </ul>
Webmap	<ul style="list-style-type: none"> <li>Work with Accurate Assessment to maintain and update internal Webmap.</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>Maintain and operate a GIS-based application to digitally capture and display all infrastructure. (~6,000 map files, archived documents, and images).</li> </ul>
GPS Program	<ul style="list-style-type: none"> <li>Maintain and utilize GPS data collection on all new assets and to inventory previously not captured.</li> <li>Manages the deployment of mobile-mapping and data collection solutions for field staff.</li> </ul>
Other GIS Programs	<ul style="list-style-type: none"> <li>Air photo updates completed bi-annually (planned for 2019).</li> </ul>
ADMINISTRATION	
Reception	<ul style="list-style-type: none"> <li>Greet walk-in customers and direct their inquiry to the appropriate department.</li> <li>Act as a switchboard to receive and direct calls to the appropriate department.</li> <li>Receive and receipt all funds being paid in person, mailed payments and direct deposit vouchers.</li> <li>Assist with administrative duties with Corporate Services and other departments as required.</li> <li>Assist with coverage in times of absence from other departments as required.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Preparing deposits and taking them to the bank as necessary.</li> <li>• Preparing mail for delivery to the post office and pick up of incoming mail daily.</li> </ul>
Records Management	<ul style="list-style-type: none"> <li>• Responsible for administration and training for OnBase system.</li> <li>• Develop and maintain a central filing system.</li> <li>• Management of agreements in force and lease agreement files to ensure compliance.</li> <li>• Maintain land filing.</li> <li>• Filing, maintaining and destruction of records as per the record retention bylaw.</li> <li>• Maintain record of the placement and destruction of records.</li> </ul>
Financial & Budget Planning	<ul style="list-style-type: none"> <li>• Complete Corporate Services 5 year business plan and review annually.</li> <li>• Coordinate and compile the Annual Budget and accompanying financial plan, which includes both operating and capital components through provision of support to the departments and gathering completed materials; verifying and compiling into one report.</li> <li>• Budget presentations and workshops (orientation, strategic planning) with Council.</li> <li>• Current year operating projections to Senior Management Team.</li> <li>• Prepare 10-year capital plan</li> </ul>
Grant Administration	<ul style="list-style-type: none"> <li>• Manage federal, provincial and local operating grants that may become available from time to time.</li> <li>• Manage federal, provincial and local capital grants for the construction of tangible capital assets that may become available from time to time.</li> </ul>



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	<ul style="list-style-type: none"> <li>Research potential sources of grant funding and the possible partnerships that may be required to access the resources.</li> <li>Centralization of all grants, track progress and compliance with County guidelines.</li> <li>Complete applications and reporting as required.</li> <li>Work with community organizations to research potential grants to support their activities.</li> </ul>
Investment/Debt Management	<ul style="list-style-type: none"> <li>Investment portfolio, long and short term investments, consultations with management for cash flow requirements, research the best interest and invest as per legislation and County policy.</li> <li>Debt management.</li> <li>Prepare borrowing bylaws and ensure legislated requirements are met.</li> <li>Complete applications for debentures and debt limit forms for Alberta Capital Finance Authority.</li> </ul>
General Business Services	<ul style="list-style-type: none"> <li>Administer contracts and requests for proposals for banking services, audit services and assessment services.</li> <li>Account for letters of credit – Both Public Works and Planning and Development maintain a record of the securities for their respective areas while Corporate Services ensures the information is available for audit purposes.</li> </ul>
RISK MANAGEMENT	
Insurance	<ul style="list-style-type: none"> <li>Annual renewal of the insurance policies for liability when it comes to property, vehicle and equipment.</li> <li>Examination of the policies for changes and any potential risk to the County.</li> <li>Additions and deletions to insured inventory as required.</li> <li>Annual asset inventory.</li> </ul>

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	<ul style="list-style-type: none"> <li>Claims maintenance.</li> </ul>
Risk Management Plan	<ul style="list-style-type: none"> <li>Establish and maintain a risk management plan to mitigate risk within the organization.</li> <li>Review practices and procedures within the organization.</li> <li>Identify areas of liability and take measures if possible to limit the County's risk/liability.</li> </ul>
Disaster Recovery/Planning	<ul style="list-style-type: none"> <li>Ensure the County has in place an up-to-date disaster recovery plan that will mitigate the downtime/damage to the County in the event of a disaster.</li> </ul>
FOIP	<ul style="list-style-type: none"> <li>Receive requests, identify records, track requests and ensure legislation is followed.</li> <li>Acknowledge receipt and assign a number to each claim.</li> <li>Ensure that the County is FOIP compliant through examination; review and training development.</li> <li>Submit an annual report to Council of any requests received.</li> </ul>
<b>RURAL COMMUNICATIONS UTILITY</b>	
Rural Communications Utility	<ul style="list-style-type: none"> <li>Assist in the marketing and maintenance of Brazeau County's Communication Infrastructure.</li> <li>Work together with other resources and municipalities who have experience in Rural Communications to gather and share information about best practices and lessons learned</li> </ul>
Inventory	<ul style="list-style-type: none"> <li>Maintain inventory of municipally-owned communication towers and infrastructure. This will include the shelters, cabinets and network equipment.</li> <li>Maintain detailed records of capital and operating expenses spent and required to maintain communications as a utility.</li> </ul>

## CORPORATE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
Tower Maintenance	<ul style="list-style-type: none"><li>• Liaise with qualified maintenance contractor to enable highly available and efficient service to be run on the towers.</li><li>• Work with contractor to prepare and make available reports showing the run time and availability of the services being provided.</li></ul>
Inspection	<ul style="list-style-type: none"><li>• Semi-Annual visual inspections of each tower and lighting.</li></ul>



## Brazeau County 2018 Service Delivery Review

CAO AND EXECUTIVE, HR AND SAFETY SUPPORT	
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
LEGISLATIVE	<ul style="list-style-type: none"> <li>• Council support</li> <li>• Bylaw development, recommendation and implementation</li> <li>• Meeting minutes, recording, control, follow-up and implementation</li> <li>• SDAB Secretariat</li> <li>• Legislative Compliance</li> </ul>
POLICY	<ul style="list-style-type: none"> <li>• Policy analysis, development, recommendation and implementation</li> <li>• Policy review</li> </ul>
ADMINISTRATION	<ul style="list-style-type: none"> <li>• Agenda management</li> <li>• Procedural management</li> <li>• Legal matters oversight and file control</li> <li>• Corporate record keeping</li> <li>• FOIP</li> </ul>
OPERATIONAL MANAGEMENT	<ul style="list-style-type: none"> <li>• Leadership of the SMT</li> <li>• Financial management</li> <li>• Business planning</li> <li>• Service capacity analysis</li> <li>• Program review</li> <li>• Oversight of annual budget process and related implementation</li> </ul>
STRATEGIC PROJECTS	<ul style="list-style-type: none"> <li>• Strategic Planning – Annual Council Priority Setting</li> <li>• Joint Community Economic Development Strategic Plan</li> <li>• Inter-Municipal Cooperation (Drayton Valley and Breton) – review all existing agreements.</li> </ul>
CORPORATE COMMUNICATIONS	<ul style="list-style-type: none"> <li>• Annual Communication Plan development and implementation</li> <li>• Public Relations</li> <li>• Intra-Municipal, Inter-Municipal, Provincial and Federal Relations</li> </ul>

## CAO AND EXECUTIVE, HR AND SAFETY SUPPORT

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	<ul style="list-style-type: none"> <li>Staff Relations</li> </ul>
<b>HUMAN RESOURCES</b>	
Compensation/Grid Reclassification	<ul style="list-style-type: none"> <li>Annual review of job classifications and make recommendations</li> <li>Review of the compensation package annually</li> <li>Review of job descriptions annually</li> <li>Review of benefits package tri-annually</li> </ul>
Benefits Administration	<ul style="list-style-type: none"> <li>Track and monitor vacation, sick and overtime accruals</li> <li>Administer WCB and disability plans, claims and incident reports as required in conjunction with the Safety Coordinator</li> </ul>
Employee/Labour Relations	<ul style="list-style-type: none"> <li>Register new employees and provide employee orientation</li> <li>Register and introduce benefit plan and options</li> <li>Administer payroll changes with benefit provider</li> <li>Employee consultation on salary, benefits, policy interpretations and general human resource issues</li> <li>Pension and retirement options</li> <li>Terminations and resignations</li> <li>Assist in pension and benefit options upon termination or resignation</li> <li>Assist employees and management with collective agreement negotiations and interpretations</li> </ul>
Attraction/Retention	<ul style="list-style-type: none"> <li>Research and implement methods to attract, retain and motivate qualified employees</li> </ul>
Records Management	<ul style="list-style-type: none"> <li>Ensure the completion and retention of employee contracts</li> <li>Maintain employee records to conform with federal and provincial legislation and County policy</li> <li>Obtain criminal records checks and drivers abstracts as required</li> <li>Tracking and notification of timing for employee performance evaluations</li> <li>Maintain employee award and recognition records in accordance with County policy.</li> </ul>

## CAO AND EXECUTIVE, HR AND SAFETY SUPPORT

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
Corporate Assistance	<ul style="list-style-type: none"> <li>Prepare and document a Human Resources Management Plan for the County</li> <li>Research and input on policies and procedures</li> <li>Advice to departments on human resources related issues</li> <li>Ensure uniform hiring practices (i.e. advertising of employment opportunities, scheduling interviews, letters of offer, reference checks etc.)</li> <li>Assist department in the interview and selection process</li> <li>Monitor and report attendance, vacation, sick, overtime and length of service accruals to senior management</li> </ul>
<b>Safety Services</b>	
Health and Safety Management System	<ul style="list-style-type: none"> <li>Annual review of safety program</li> <li>Review of program policies and directives</li> <li>Review of job and task hazard analysis</li> <li>Review of safe work practices</li> </ul>
Safety Administration	<ul style="list-style-type: none"> <li>Track and monitor safety legislation and industry standards</li> <li>Administer WCB and disability/return to work plans, claims and incident reports</li> <li>Manage and administer yearly certificate of recognition (C.O.R.) audits</li> <li>Lead and mentor the Joint Health and Safety Committee (JHSC)</li> </ul>
Employee/Staff Relations	<ul style="list-style-type: none"> <li>New employee safety orientations</li> <li>Contractor safety orientations</li> <li>Employee consultation on safety processes and personal protective equipment</li> <li>Provide updates to staff on current safety issues, review of incidents and recommendations to control identified hazards at monthly safety meetings</li> <li>Assess and deliver staff training</li> </ul>
Records Management	<ul style="list-style-type: none"> <li>Ensure the completion of incident investigations, inspection deficiencies and C.O.R. audits</li> </ul>

## CAO AND EXECUTIVE, HR AND SAFETY SUPPORT

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	<ul style="list-style-type: none"> <li>Maintain employee safety certifications and training records to conform with provincial legislation and county policy</li> <li>Manage National Safety Codes program (NSC) for professional drivers</li> <li>Review drivers abstracts as required by NSC for compliance</li> </ul>
Corporate Assistance	<ul style="list-style-type: none"> <li>Prepare and document the Health and Safety Management Plan for the County</li> <li>Research and input on policies and procedures</li> <li>Advice to departments on safety related issues</li> <li>Assist departments with hazard analysis and identification</li> <li>Monitor and report incidents, loss time accidents and trends to senior management</li> </ul>
<b>Risk and Emergency Management Services</b>	
Risk Management	<ul style="list-style-type: none"> <li>Assist all departments to identify, analyze, evaluate, treat and monitor risks and exposure to liabilities</li> <li>Maintain documentation of identified risks and control and treatment plans</li> </ul>
Emergency Management (Disaster Services)	<ul style="list-style-type: none"> <li>The Brazeau Emergency Management Agency provides a prompt and coordinated response to emergencies affecting the municipality</li> <li>To develop and maintain a Municipal Emergency Response Plan (MERP) as per provincial legislation</li> <li>Four principals of Emergency Management: Plan, Prepare, Response and Recovery</li> <li>Maintain a high level of preparedness for the county</li> <li>Manage the Regional Agreement Municipal Preparedness (RAMP)</li> <li>Train staff, industry, municipal and community partners and agencies in emergency management practices and processes</li> <li>To test and exercise the MERP as required by legislation</li> </ul>



## Brazeau County 2018 Service Delivery Review

COUNCIL & OTHER LEGISLATIVE	
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
Honoraria	<ul style="list-style-type: none"> <li>• Council and Board honoraria paid as per COUNCIL – 1 Policy</li> </ul>
General Council Expenses	<ul style="list-style-type: none"> <li>• Includes travel costs, conference and membership fees, telephone and communications and other general materials and supplies</li> </ul>
LARB/CARB Board	<ul style="list-style-type: none"> <li>• Includes honoraria and travel</li> </ul>





## Brazeau County 2018 Service Delivery Review

FIRE PROTECTION SERVICES	
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
<b>FIRE OPERATIONS</b>	
Fire Suppression	<ul style="list-style-type: none"> <li>In 2016 the Fire Service responded to a total of fifty-five (55) fire calls which included fifteen structure fires (15), seven vehicle fires (7), and thirty-three wildland fires (33).</li> <li>In 2016 in a joint venture with the Town of Drayton Valley, the Alberta Government, and Brazeau County, the Fire Service purchased a rescue pumper truck for Station 3 in Drayton Valley. The delivery of this unit is expected in November of 2017.</li> <li>In 2016 two new bush trucks were purchased for Station 3 in Drayton Valley. They were put into operation in September of 2017.</li> </ul>
Overhaul Operations	<ul style="list-style-type: none"> <li>This is action taken once the fire has been brought under control to ensure the fire is out.</li> <li>A large number of man hours are used during this phase of the Fire Operation.</li> </ul>
Salvage Operations	<ul style="list-style-type: none"> <li>This action involves saving and protecting property from the fire, as well as the potential for theft.</li> <li>Man hours are spent protecting the scene until the insurance company can set up their own security or RCMP can be posted.</li> </ul>
HazMat/Dangerous Good and Rescue Operations	<ul style="list-style-type: none"> <li>In 2016, the Fire Service responded to a total of fifty-five (55) motor vehicle collisions.</li> <li>In 2018 the Fire Service is looking to purchase a new set of rescue tools and specialized rescue equipment to further advance our abilities in assisting our customers in motor vehicle collisions and technical rescue operations.</li> </ul>
<b>FIRE INSPECTIONS</b>	
General	<ul style="list-style-type: none"> <li>The fire service performs fire inspections in accordance with the Fire Services Joint Quality Management Plan approved by Council in 2010.</li> <li>Currently inspections are performed based on request, complaint, or legal requirements.</li> <li>The department has seen a large increase in the number of inspections at the request of insurance companies.</li> <li>The Fire Service continues to provide fire permitting services. Online permitting</li> </ul>

## FIRE PROTECTION SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
	is now fully operational and the department is looking to expand the service to include applying for a permit using a cell phone in 2018.
<b>FIRE INVESTIGATIONS</b>	
	<ul style="list-style-type: none"> <li>• Currently the Joint Fire Services Quality Management Plan requires that all fires which result in a loss of property or a loss of life be investigated and reported to the Alberta Fire Commissioners Office.</li> <li>• The Fire Service investigates all fires within our region.</li> </ul>
<b>FIRE PREVENTION/PUBLIC SAFETY PROGRAMS</b>	
School Presentations	<ul style="list-style-type: none"> <li>• As part of our ongoing service to the local community, the fire department spends a great deal of time promoting fire safety programs in the school system.</li> <li>• The Fire Chief for the Evening, the Grade 1 Smoke House Program, the Grade 5 Kitchen Safety Program, and the Grade 8 Fire Extinguisher Program will continue to run in 2018.</li> <li>• The texting and walking safety program will also continue for the high school population.</li> </ul>
Community Presentations	<ul style="list-style-type: none"> <li>• The Fire Service will continue with our very popular Mary Poppins Program in 2018. This program has been a huge success helping residents reduce the risk of fires in their residences.</li> <li>• We will also continue to participate in the Boston Pizza Smoke Detector Program as well in 2018.</li> <li>• In regards to other community events the department has participated in this past year include: the RCMP Open House, Canada Day Celebrations in Drayton and Breton, DV 100 Bike Race, Drayton Valley Family Day Event at Aspen Landfill, Candy Cane Check-stop Program, , Remembrance Day Ceremonies, and Drayton Valley Thunder Hockey Fire Prevention Night.</li> <li>• We are looking to continue our support of these activities and events in 2018.</li> </ul>
Organized Program Presentations	<ul style="list-style-type: none"> <li>• In 2017, our Kids Firefighting camps continued to be very popular and were sold out this past year. This program will continue in 2018.</li> </ul>
<b>PUBLIC SAFETY PROGRAM</b>	
Business Fire Safety Presentations	<ul style="list-style-type: none"> <li>• In 2017 the Fire Service inspected all public facilities within the Town of Drayton Valley and will be looking to inspect all the community halls and the Brazeau County central offices in 2018.</li> </ul>
<b>FIRE EDUCATION</b>	

## FIRE PROTECTION SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
Training of Staff - 1001 level 1 and 2 - Fire Officer Training Programs - Advanced Training	<ul style="list-style-type: none"> <li>• In regards to training, the department continued its agenda of training our firefighters to a Professional Standard.</li> <li>• In 2017, the department continued to train staff to the 1001 Professional Firefighter Standard. This will continue in 2018.</li> <li>• As part of the Level of Service agreement the department continues to train staff for technical rescue operations and medical response operations.</li> </ul>
Fire Extinguisher Training	<ul style="list-style-type: none"> <li>• The department continued to train Town staff in fire extinguisher training.</li> <li>• In working with a local educational business, the department also trained employees from the local industry in the use of fire extinguishers.</li> </ul>
High School Fire Training Program	<ul style="list-style-type: none"> <li>• In 2017, the High School Fire Training Program continued to be a popular class among High School students.</li> <li>• This program will continue in 2018.</li> </ul>



## Brazeau County 2018 Service Delivery Review

PLANNING AND DEVELOPMENT	
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
<b>Planning &amp; Development Services</b>	
Development Permits (30%) (Permitted, Discretionary, Direct Control)	<ul style="list-style-type: none"> <li>Application completeness assessment, processing, review and approval of development permits. Includes application meeting, completion review, file preparation, site inspections, report writing, inquiries, correspondence, and conditions follow-up.</li> </ul>
Bylaw and Policy Amendments (20%) (LUB, IDP, MDP, ASP)	<ul style="list-style-type: none"> <li>Application processing, circulation, research, drafting, review and recommendation on amendment proposal. Includes file preparation, reports, follow-up discussions. Meetings: Council, Committees, Open houses, Technical, Inter-municipal</li> </ul>
Subdivisions (15%) (Applications Fees, Extension Fees and Endorsement Fees)	<ul style="list-style-type: none"> <li>Application processing, circulation, review and recommendation of subdivision. Includes file preparation, site inspections, report writing, follow-up phone calls, emails and in-person discussions.</li> <li>Approval continue as endorsement files for months/years following approval.</li> </ul>
Appeals (5%) (Subdivision Developments)	<ul style="list-style-type: none"> <li>Application processed as needed when needed. Changes in MGA may increase the occurrence of appeals as incomplete applications are common.</li> </ul>
Concern Files (2%)	<ul style="list-style-type: none"> <li>Complaint driven process lodged by rate payers in writing. Primarily unsightly premises, Development without a permit, contravention Regulations, etc.</li> <li>May also commonly result in Appeals.</li> </ul>
Customer Service (10%) (Education Materials, Inquiries, Assistance)	<ul style="list-style-type: none"> <li>Knowledge Center resources, Building permit liaison, LUB update materials.</li> <li>Citizen compliance assistance, Preparation/organization of education sessions (MPC &amp; Council), Community engagement (e.g. Spring Clean-up, Birchwood Condo engagement, MHP presentations, FireSmart Workshops)</li> </ul>
Management of County Owned Lands (4%)	<ul style="list-style-type: none"> <li>Negotiating or managing land acquisition or exchange for variety of County Projects as necessary, (Parks, Conservation Areas, Trails, infrastructure, etc.)</li> <li>Dedication, designation, removal and sale of Municipal Reserve, Environmental Reserve, Environmental Reserve Easement or Community Reserve Lands.</li> <li>Involvement with Bylaws, Subdivisions, Transfers or Easement Agreements.</li> </ul>

## PLANNING AND DEVELOPMENT

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS
Oil & Gas Surface Leases Grazing Leases (1%)	<ul style="list-style-type: none"> <li>Monitor and collect lease payments for surface lease rentals.</li> <li>Assessment of County lands for grazing leases and entering into leases on as requested basis.</li> </ul>
Alternative Land Use Services (ALUS) (10%) And Green Acreage Program	<ul style="list-style-type: none"> <li>Determine potential ALUS projects through direct applications, in conjunction with subdivision and development processes, advertising, and word of mouth.</li> <li>Work with PAC to select projects and approve funding levels.</li> <li>Grants submissions, program advocacy and inter County collaboration</li> <li>Instituting and implementing the Green Acreages Program</li> </ul>
Compliance Certificates (3%)	<ul style="list-style-type: none"> <li>Requested to confirm land use and conformance with permits/setbacks by reviewing Real Property Report. Compliances requested when selling property.</li> </ul>



## Brazeau County 2018 Service Delivery Review

PUBLIC WORKS AND INFRASTRUCTURE SERVICES		
SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
Workshops, Yard & Inventories		Comments
General Customer Service	<ul style="list-style-type: none"> <li>We respond to over 890 (2016) work orders for fleet maintenance services for various departments. Work orders are generally responded to within eight business hours then prioritized based on urgency, available parts and workload.</li> <li>Customer service operating hours are from 7:30 a.m. to 4:00 p.m. (Monday thru Friday)</li> </ul>	<ul style="list-style-type: none"> <li>905 work orders in 2016</li> <li>Mechanic onsite by 6:30 am till 4 pm. OT as required</li> </ul>
Fleet Replacement	<ul style="list-style-type: none"> <li>There is a fleet replacement value of approximately <u>\$18,176,618.14</u></li> <li>\$2,645,181.33 fire equipment</li> <li>An annual reserve contribution of \$2,965,134.00 is made for fleet replacement.</li> <li>Fleet Asset Replacement Program</li> </ul>	<ul style="list-style-type: none"> <li>Based up to October 2017</li> <li>Worktech allows us to reference equipment replacement years for budget purposes</li> </ul>
Fleet Maintenance Facility	<ul style="list-style-type: none"> <li>Maintains certification for “Commercial Vehicle Inspection” (CVIP) services</li> <li>Complies with interprovincial “Safety Fitness Certification Program” (Required for Emergency Services to respond across provincial borders).</li> <li>Endorses welder and/or heavy duty mechanic apprenticeship program.</li> </ul>	<ul style="list-style-type: none"> <li>Yes, ongoing as annual inspections come due. (2 - 5 inspections per month)</li> <li>Our preventative maintenance program is in place. Therefore, we are always in compliance.</li> <li>On hold for economic reasons</li> <li>Welder/Mechanic candidates</li> </ul>
Fleet Maintenance	<ul style="list-style-type: none"> <li>Centralized fleet maintenance functions for Brazeau County fleet of the following 224 units:</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing and managed through Worktech inputs and reports</li> </ul>

Revised: October 10, 2017

Approved: December 19, 2017

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<ul style="list-style-type: none"> <li>• 22 units – Emergency Services</li> <li>• 4 units – Municipal Enforcement Services</li> <li>• 44 units – Agriculture</li> <li>• 153 units – Public Works</li> <li>• 2 units – Water Treatment Plant</li> <li>• 1 unit – Waste Management Services</li> <li>• 1 unit – Engineering</li> <li>• 1 unit – Emergency Repeater</li> <li>• 1 unit – Public Works Repeater</li> <li>• Centralized small equipment maintenance of 25 units</li> <li>• Commercial Vehicle Inspections (31 annually)</li> <li>• Coordinates structural certification inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing and progress</li> <li>• ie. Crane – shop crane’s annual inspection</li> </ul>
Fleet Preventative Maintenance Program	<ul style="list-style-type: none"> <li>• This program provides complete preventative maintenance to the mobile and stationary fleet including maintenance checklist and oil changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing and progress</li> </ul>
Annual Fleet Preventative Maintenance Program	<ul style="list-style-type: none"> <li>• This program completes an annual review and inspection of all mobile equipment. The inspection includes:                             <ul style="list-style-type: none"> <li>• CVI Confirmation and Scheduling</li> <li>• Safety Fitness Certification</li> <li>• Emergency Flares and First Aid Checks</li> <li>• Insurance and Registration</li> <li>• Antifreeze Survey</li> <li>• Fire Extinguisher Inspection</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing all year</li> <li>• Annual inspection</li> </ul>
Equipment Tenders and Specifications	<ul style="list-style-type: none"> <li>• Review equipment tenders and specifications and provide recommendations to departments (5-10 annually)</li> </ul>	<ul style="list-style-type: none"> <li>• Well underway for 2016 (90% complete)</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<ul style="list-style-type: none"> <li>Provide initial commissioning inspection of all equipment entering into Brazeau County Fleet (5-10 annually)</li> </ul>	<ul style="list-style-type: none"> <li>In hand as equipment arrives Feb. to Nov. 2016</li> </ul>
Equipment Operator Certification	<ul style="list-style-type: none"> <li>Operator certification program audit and control</li> <li>Provide internal air-brake certification program (+/-10 students annually)</li> <li>Provide internal winter defensive driving training program (+/-20 students annually)</li> <li>Provide load securement training</li> <li>Provide Class III Driver Training to necessary staff</li> <li>Provide Class I Driver Training to necessary staff</li> </ul>	<ul style="list-style-type: none"> <li>Building Supervisor assists other PWI Supervisors. Annual reviews undertaken.</li> <li>Lloyd and Merlin coordinate (as needed)</li> <li>To be initiated for 2016 and budget for it accordingly</li> </ul>
Record Keeping	<ul style="list-style-type: none"> <li>Ensures that all maintenance records are maintained for every piece of equipment for the life of the equipment</li> <li>Continues routine evaluation of pre-trip log books</li> <li>Drivers' licenses kept on file</li> <li>Annual drivers' abstracts kept on file</li> <li>Ensures that records are in state which may be audited by Alberta Transport</li> <li>Prepare monthly reports for fleet maintenance activities</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing (on file, hard and digitally available)</li> <li>Coordinated annually by HR in conjunction with managers</li> <li>Coordinated annually by HR</li> <li>Up-to-date in Worktech</li> </ul>
Auxiliary Power Units (Generators)	<ul style="list-style-type: none"> <li>Provide an annual assessment of all automated power units:                             <ul style="list-style-type: none"> <li>1 Static APU</li> <li>1 Mobile APU</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Summer 2016: Mike to test units on all County halls. Merlin to make arrangements with halls.</li> </ul>



## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
Inventory	<ul style="list-style-type: none"> <li>Annually account for all inventory stock items for year end</li> <li>Stock inventory for highly used products and difficult delivery products</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Inventory completed 2015 and audited March 2015</li> </ul>
Facility Maintenance	<ul style="list-style-type: none"> <li>Provide facility maintenance services for the following:                             <ul style="list-style-type: none"> <li>Administration Building</li> <li>Public Works Shop and Storage Building</li> <li>Sand and Salt Storage Facilities</li> <li>Remote Grader Operator Shack</li> <li>Lodgepole and Breton Fire Hall</li> <li>Remote fuel tank inspections - annual inspections coordinated at 4 remote grader sites</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>HVAC Cleaning every 2 years</li> <li>Ongoing and as needed pin point test on HVAC, and exhaust fan rewiring completed to date</li> <li>Completed 2014 – operational</li> <li>Fuel tank inspection (ongoing – as needed)</li> <li>As per request from Fire Department</li> <li>Sites include: Lodgepole, Berrymoor, Breton, and County public works yard</li> </ul>
<b>Public Works Administration</b>		
General Customer Service	<p style="margin-left: 20px;"><u>External Services</u></p> <ul style="list-style-type: none"> <li>Public Relations – provide information to the public in all areas of the PWI department</li> <li>Issue all overweight and multiple load road permits (2,075 annually)</li> <li>Issue and distribution of road bans</li> <li>Coordination of annual dust control program (232 annually)</li> <li>Coordination of private driveway snow removal/maintenance program (300+)</li> <li>Prepare approval documents for all wellsite, pipeline, approach and utility requests (97</li> </ul>	<ul style="list-style-type: none"> <li>Daily – through various mediums</li> <li>Daily (plus 263 tri-drive permits annually)</li> <li>When required, plus answer inquiries, and maintenance of road ban email and fax lists</li> <li>Daily seasonally, liaison with public</li> <li>Daily seasonally, liaison with public</li> <li>Daily (plus receive 431 pipeline and wellsite notifications annually)</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<p>annually)</p> <ul style="list-style-type: none"> <li>Project cost estimating to aid in budget development and long term planning</li> <li>Various construction project reviews</li> <li>Project management services</li> </ul> <p><u>Internal Services</u></p> <ul style="list-style-type: none"> <li>Maintain gravel inventory</li> <li>Prepare and register all land agreements</li> <li>Provide administrative support for all PWI supervisors including document preparation, scheduling, records management, research, shipping, receiving, accounts payable and receivable</li> </ul>	<ul style="list-style-type: none"> <li>Supply values for Council review and decision-making</li> <li>Advise and manage emergency repairs</li> <li>Review developers' plans</li> <li>Inspect construction</li> <li>Ongoing throughout the fiscal year</li> <li>Entering gravel tickets weekly into Worktech</li> <li>Submitting gravel invoice batches monthly to Corporate Services</li> <li>Coordinate and process all land agreements for road widening</li> <li>Various Invoicing not limited to septic haulers, private driveway snow plow program, dust control (oil companies)</li> </ul>
<b>Grader Operations</b>		
	<ul style="list-style-type: none"> <li>7 grader beats and 7 full-time operators that provide grading to 878.4 km of gravel road surface.</li> <li>1 grader for hamlets and subdivisions and to work dust control</li> <li>Contractual rent spare grader for 50 days to provide additional field coverage during busy time</li> <li>Undertake shoulder pulling annually with a compliment of water trucks as required.</li> </ul>	<ul style="list-style-type: none"> <li>2 miles in each grader beat, weather permitting</li> </ul>
<b>Gravel &amp; Dust</b>		
	<ul style="list-style-type: none"> <li>2 to 3 contract gravel haulers used with 6 County trucks to haul gravel annually.</li> </ul>	<ul style="list-style-type: none"> <li>Contract haulers to assist with gravel conveyance within County</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<ul style="list-style-type: none"> <li>Dust control application completed annually over the May – July time frame with touch ups as required in July and August. Approximately 2,000,000 litres of dust suppressant applied (MG 30) annually and 4,000,000 litres of water from approved licensed water diversion sources.</li> <li>Road Stabilization 32 km</li> </ul>	<ul style="list-style-type: none"> <li>Dust control bid advertised March 30, 2015</li> </ul>
<b>Maintenance</b>		
General Customer Service	<ul style="list-style-type: none"> <li>Ensures that all inquiries are responded to in an efficient manner as it relates to Roadway Maintenance Services (2500 inquires per year). Inquiries are generally responded to within eight business hours and prioritized based on urgency.</li> <li>Contributes resources to a rotational 24/7 on-call service with Waste Management, and other Public Works functions.</li> <li>Provides 24/7 emergency response to signalization disruption, roadway flood control, and emergency services snow/ice control.</li> <li>Summer operating hours are from 7:30 a.m. to 4:00 p.m. (Monday thru Friday).</li> <li>Winter operating hours are from 7:30 a.m. to 4:00 p.m. (Monday thru Friday).</li> </ul>	<ul style="list-style-type: none"> <li>We generally comply with the 8-hour response time, subject to severity of the situation</li> <li>Ongoing and works well with current arrangements</li> <li>Ongoing as weather and circumstances dictate</li> <li>If rain during the week, we work weekends 12-hour days</li> <li>If snow 10 cm or more, we work 12-hour days until done</li> </ul>
Snow Removal	<ul style="list-style-type: none"> <li>Provides an efficient, cost-effective means of snow and ice control within the County's transportation system. The following snow removal completion timelines are dependent upon sub-zero temperatures and the type, depth, intensity and frequency of the snowfall.                             <ul style="list-style-type: none"> <li>Paved Roadways - which consist of (155.7) kilometers of roadway are</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Tender out approximately 1000 tonne of salt</li> <li>Triggering 5 am start</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<p style="margin: 0;">maintained as close to bare pavement as possible and cleared within (8) hours. Snow removal shall be triggered between 1 -3 cm centimeters of accumulated snow (snow plow trucks).</p> <ul style="list-style-type: none"> <li>Gravel Road Grader Beats - which consist of (125.4) kilometers of roadway are cleared and triggered by 10 cm of compacted snow within 5 – 7 days of the snowfall event.</li> <li>Subdivisions and Hamlets – are triggered by 10 cm of compacted snow and cleared with urban snow blower, loader, graders and trucks to haul snow away if necessary.</li> <li>Community Halls/sidewalks and private driveways are cleared with (7) days of a snow event(s) accumulating over 10 cm of packed snow(grader/truck/loader as determined).</li> </ul>	<ul style="list-style-type: none"> <li>12-hour day</li> <li>5 to 7 day event</li> <li>in same timeline as 5 to 7 day event – done last after 3 points above</li> </ul>
Pavement Inspection & Repair Program	<ul style="list-style-type: none"> <li>Pot Holes (&lt; 1 square meter).</li> <li>Monitor and Maintain (155.7) kilometers of asphalt roadway and fill potholes as required. One (1) drive around of the roadway network every month (monthly repairs).</li> <li>Call-ins are added to a list which is reviewed each operational day then prioritized based on urgency. Generally holes are filled within 24 hours.</li> <li>Deep Base Patching (1 to 50 square meters).</li> <li>Monitor and Maintain (155.7) kilometers of roadway and deep base patch as</li> </ul>	<ul style="list-style-type: none"> <li>in-house with cold mix patch</li> <li>ongoing</li> <li>if necessary</li> <li>summer months</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	required	
Annual Pavement Preservation Program	<ul style="list-style-type: none"> <li>• Clean and Seal Program                             <ul style="list-style-type: none"> <li>• Clean and seal cracks with rubber/asphalt to seal pavement.</li> <li>• Generally budget allows 155.7 kilometers to be route and sealed annually. This program provides approximately 4 lane-kilometers years of extended life to the roadway transportation system.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• start May 15</li> <li>• done with summer students</li> </ul>
Annual Capital Street Improvement Program	<ul style="list-style-type: none"> <li>• This program is for the reconstruction of asphalt, curbs and sidewalks which are structurally deficient or beyond pavement preservation program viable.</li> <li>• This program provides approximately 16 years of extended life to the roadway transportation system.</li> </ul>	<ul style="list-style-type: none"> <li>• bids are prepared based on cap program – work are either outsourced or undertaken internally</li> </ul>
Sidewalk and Trails Maintenance	<ul style="list-style-type: none"> <li>• Maintain 12.04 kilometers of concrete and paved sidewalks                             <ul style="list-style-type: none"> <li>• Complete a sidewalk survey annually for all sidewalks. All noted cracks are measured to 1 centimeter accuracy.</li> <li>• Sidewalks are replaced when tripping hazards exceed 3.5 centimeters and/or when gaps exceed 3.5 centimeters.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• done in spring and fall for budget</li> <li>• repairs undertaken dependent on severity of damage</li> </ul>
Line Painting	<ul style="list-style-type: none"> <li>• Maintain 155.7 kilometers of traffic line painting, crosswalks and parking stalls.                             <ul style="list-style-type: none"> <li>• Painted lines are completed annually and are anticipated to be completed by July 31 of each year.</li> <li>• Crosswalks in high traffic areas are completed twice annually.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• centre line, shoulder lines done annually</li> <li>• annual line painting bid advertised March 23, 2015</li> <li>• Annual requirement</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
Street Lighting	<ul style="list-style-type: none"> <li>Provide street lighting throughout the community</li> <li>100 – 150 watt lighting (90+)</li> </ul>	<ul style="list-style-type: none"> <li>Street lighting replaced by Fortis in fall</li> </ul>
Signs	<ul style="list-style-type: none"> <li>Maintain 2200 traffic and information signs throughout the County.</li> <li>Inspect and document all signs for condition and existence annually.                             <ul style="list-style-type: none"> <li>Replace and maintain regulatory traffic control signs (1225) within 24 hours of the signs are reported missing and/or damaged.</li> <li>Replace and maintain non-regulatory signs (1600) within seven (7) days of the sign being reported missing and/or damaged.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>yes</li> <li>yes</li> <li>yes and reported to PWI and recorded</li> <li>yes</li> </ul>
Drainage Systems	<ul style="list-style-type: none"> <li>Control and/or removal of beaver dams to allow for drainage.</li> <li>Culvert maintenance, clean, and troubleshooting as required.</li> <li>Curb and gutter sweeping annually and as required throughout the spring summer months</li> </ul>	<ul style="list-style-type: none"> <li>seasonal</li> <li>as need requires and part of pre-spring runoff program</li> <li>spring</li> </ul>
<b>Road Construction</b>		
Transportation Network Corridor	<ul style="list-style-type: none"> <li>Upgrade 8 - 11 km (5 - 7 miles) of rural road network to meet the Brazeau County road design standards consistent with our Brazeau County Road Classification</li> <li>Project survey and design concept completion for “in-house” road construction crew</li> <li>Communication and coordination of various underground and above ground relocations with user agencies such as oil field services</li> </ul>	<ul style="list-style-type: none"> <li>depending on weather, equipment, and manpower</li> <li>in accordance with in-house road program</li> <li>as and when</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	and landowners <ul style="list-style-type: none"> <li>Land acquisitions for borrow materials and/or right-of-way requirements</li> <li>Emergency road stabilization – Major slide repairs (average of 2 annually)</li> <li>Gravel pit operations (includes sand pits) – stripping, preparation for crushing and reclamation tasks</li> <li>Road side brushing in support of road maintenance</li> <li>Investigate and assess rate payer road requests</li> </ul>	<ul style="list-style-type: none"> <li>as maintenance program dictates</li> <li>done in-house</li> <li>ongoing</li> <li>all season, weather permitting</li> <li>as and when</li> </ul>
<b>Water Supply and Distribution Administration</b>		
General Customer Service	<ul style="list-style-type: none"> <li>Ensure that all inquiries are responded to in an efficient manner as it relates to the Water Distribution System (36 inquires per year). Inquiries are generally responded to within 8 business hours then prioritized based on urgency.</li> <li>Provide Construction Completion Certificate (CCC) inspections for new development and provide recommendation to Infrastructure Services.</li> <li>Contribute resources to a rotational 24/7 on-call service utilities, and provide 24/7 response to concerns regarding water service disruption, water main breaks and water quality concerns, and flood control inquiries.</li> <li>Utility Accounts “See Corporate Services”</li> </ul>	<ul style="list-style-type: none"> <li>Most inquiries will be split between the Assistant Manager or Superintendent of Utilities as they come through the switchboard or billing. Some may also come after hours when utilities are available on-call.</li> <li>When developments are within the County, we cover the CCC if within the Town of Drayton Valley and part of their system - they do the inspection and issue the CCC.</li> <li>On-call is currently split between 4 employees – each will cover approximately 3 months a year.</li> </ul>
Standard Operation Procedures	<ul style="list-style-type: none"> <li>Annual review of standard operating procedures and update/amend as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Late 2015 we hope to review our SOPs as our 2 new employees should be trained by that time.</li> </ul> <p style="margin-left: 20px;">Note: Focus for 2016</p>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
Water Distribution System (General)	<ul style="list-style-type: none"> <li>Meet the <i>Alberta Environmental Protection and Enhancement Act</i> – specifically the “Code of Practice for Waterworks Systems Using High Quality Groundwater “ as license to operate a waterworks system</li> <li>Furnish approximately 28,934 cubic meters (6,359,120 imp gallons) of potable water through the water distribution system.</li> <li>Maintain approximately 11,720 meters of water distribution and supply mains.</li> <li>Upgrade and/or maintain operator certifications to Level I in Water Distribution Systems in accordance to Alberta Environmental certifications and license to operate.</li> </ul>	<ul style="list-style-type: none"> <li>We continue to meet our legislated requirements.</li> <li>Utilities would like to see hard limits on water volumes taken at our truck fill facilities to ensure we limit the amount used for industry.</li> <li>Assistant Manager of Utilities and the Superintendent will be re-certified in 2017 as will the 2 utility operators with their previous experience.</li> </ul>
Hydrant Maintenance	<ul style="list-style-type: none"> <li>Annual flushing and maintenance of 20 hydrants.</li> </ul>	<ul style="list-style-type: none"> <li>Flushing has been done in house in the spring and fall every year</li> </ul>
Water Meters	<ul style="list-style-type: none"> <li>Complete approximately 122 meter reads monthly for utility billing purposes.</li> <li>Complete approximately 2 manual meter reads and/or re-reads on a monthly basis, for discrepancies and/or utility account changes, as necessary.</li> <li>Supply meters in all new homes and newly occupied homes (4 water meters annually)</li> </ul>	<ul style="list-style-type: none"> <li>We use remote sending units on our water meters for a more efficient process.</li> <li>We address all concerns from residents and will work closely with the homeowner to track down any issues they may have with their meters.</li> <li>We supply new meters to the homeowners and they are responsible for installation. We replace faulty meters in-house. In 2017, we will suggest a full-cost recovery for water meters and charge full price for new units.</li> </ul>
Water Main Breaks	<ul style="list-style-type: none"> <li>Provide emergency response, investigation, and damage prevention within 2 hours of complaint. (2 water main breaks annually).</li> <li>Minimize water disruption to less than 24 hours.</li> <li>Provide final asphalt and/or concrete curb and gutter repair within 12 months of</li> </ul>	<ul style="list-style-type: none"> <li>We use local contractors for any emergency repairs as we do not have the manpower or equipment capacity to address these in-house.</li> <li>Looping the water systems in our hamlets is part of the long-term budget allocations and this will assist with keeping water disruptions to a minimum.</li> </ul>



## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	excavation activities.	
Water Services Laterals	<ul style="list-style-type: none"> <li>Frozen water lines will be serviced within 24 hours.</li> <li>Replace water service curb stop if leakage is detected (Replace 2+ curb stops/annually).                             <ul style="list-style-type: none"> <li>General curb stop leakages will be scheduled within 7 days.</li> <li>Emergent leakages will be scheduled within 2 days of confirmation of leakage.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>In general, frozen lines will be on private property so we assist in identifying the issue with the homeowner, but it is their responsibility to repair.</li> <li>We continue to test and repair our curb stops annually.</li> <li>Leaking curb stops are treated like any other emergency repair as above.</li> </ul>
Valves Exercising	<ul style="list-style-type: none"> <li>Exercise and maintain (26) water main distribution valves annually.</li> </ul>	<ul style="list-style-type: none"> <li>We have not been able to exercise our main valves because of lack of manpower but will start on a yearly schedule with the additional position within utilities.</li> <li>Plan for 2016 maintenance program implementation</li> </ul>
New Service Lateral Inspection Services	<ul style="list-style-type: none"> <li>Inspect all new services to ensure proper installation and prevent cross-connections. Scheduling requires 1 day notice.</li> </ul>	<ul style="list-style-type: none"> <li>We try to inspect all installations but do not always get cooperation from developers. With an additional employee, we should be able to cover this requirement entirely.</li> </ul>
Water Treatment System	<ul style="list-style-type: none"> <li>Operate the Hamlets of Rocky Rapids and Cynthia Water Treatment Facilities</li> <li>Meet the <i>Alberta Environmental Protection and Enhancement Act</i> – specifically the “Code of Practice for Waterworks Systems Using High quality Groundwater” as license to operate a waterworks system.</li> <li>Furnish approximately 28,934 cubic meters (6,359,120 imp gallons) of potable water for the Hamlets of Cynthia and Rocky Rapids.</li> <li>Furnish treated water with hypochloride within acceptable levels.</li> <li>Upgrade and/or maintain operator certifications to Level I in Water Treatment</li> </ul>	<ul style="list-style-type: none"> <li>We meet all required legislation and Code of Practice requirements.</li> <li>All plants have a 24/7 chlorine monitor that is tied into the SCADA system and alarm, if not within acceptable parameters.</li> <li>Operators are required to either keep their certification or get it once the hour</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<p>Systems in accordance to Alberta Environmental certifications and license to operate.</p> <ul style="list-style-type: none"> <li>• Cover all maintenance requirements for structures and grounds</li> </ul>	<p>requirement is met. All operators will require the time for training to keep their certification.</p>
Truck Fill Station	<ul style="list-style-type: none"> <li>• Provide one (2) and maintain billing for a truck fill station in Cynthia.</li> <li>• Provide one (1) location for agricultural fill station in Lindale non-potable</li> </ul>	<ul style="list-style-type: none"> <li>• Existing truck fill in Cynthia.</li> <li>• Lindale truck fill is restricted to ag use only, we do maintain it.</li> </ul>
Environmental Monitoring (Water Treatment)	<ul style="list-style-type: none"> <li>• The following parameters are monitored, documented and reported:                             <ul style="list-style-type: none"> <li>• Chlorine residual</li> <li>• Ph level</li> <li>• Bacteriological Analysis</li> <li>• Comprehensive test for chemical, organic and pesticide compounds ( 4 times a year)</li> <li>• The above parameters have set frequency of testing and operating limits.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• These tests are run as per the Code of Practice which dictates how often we run certain tests and what we test for. Chlorine residual is continually monitored and Bacteriological testing is done weekly.</li> </ul>
<b>Sanitary Sewage Service Administration</b>		
General Customer Service	<ul style="list-style-type: none"> <li>• Ensure that all inquiries are responded to in an efficient manner as it relates to the Sanitary Sewer Distribution System (24 inquires per year). Inquiries are generally responded to within 8 business hours then prioritized based on urgency.</li> <li>• Contribute resources to a rotational 24/7 on-call service with utilities</li> <li>• Provide 24/7 response to concerns regarding sewer service disruption, sewer back-up, and flood control inquiries.</li> <li>• Utility Accounts “See Corporate Services”</li> </ul>	<ul style="list-style-type: none"> <li>• In general, either the Sup. of Utilities or the Assistant Manager is available to respond to inquiries or issues. If after hours the on call staff responds.</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
Standard Operation Procedures	<ul style="list-style-type: none"> <li>Annual review of standard operating procedures and update/amend as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>A new operations manual will be in place for the new Rocky Rapids plant by year end.</li> </ul>
Wastewater Collection System (General)	<ul style="list-style-type: none"> <li>Meet Alberta <i>Environmental Protection and Enhancement Act</i> – license to operate a waste water collection system at Cynthia “SAS” and Code of Practice for Wastewater Systems Using a Wastewater Lagoon for the 6 various lagoons.</li> <li>Collect and pump 98,379 cubic meters (21,643,380 gallons) of waste water from sewage collection system to the applicable wastewater treatment systems.</li> <li>Maintain approximately 27239 meters of sanitary sewers, and 1966.2 meters of sanitary forcemains.</li> <li>Upgrade and/or maintain operator certifications to Level II in Wastewater Collection Systems in accordance to Alberta Environmental certifications and license to operate.</li> <li>Inspect new installations for new service laterals, extensions and repairs.</li> </ul>	<ul style="list-style-type: none"> <li>Currently there are no outstanding compliance issues with any legislative requirements.</li> <li>Planning on design and construction of two lagoon expansions over the next 4 years to meet increased capacity requirements.</li> <li>Birchwood Lagoon: Once the design has been approved, construction should begin in 2017.</li> <li>We continue to flush and repair our systems and are just beginning a long-term replacement strategy (starting in 2016).</li> <li>All operators, the assistant manager and Superintendent of utilities will all be certified for water and sewer in 2016.</li> </ul>
Manhole Inspections	<ul style="list-style-type: none"> <li>Annually inspect and document approximately 15 sanitary sewer manholes.</li> </ul>	<ul style="list-style-type: none"> <li>Part of our ongoing maintenance. We average about 1 manhole replacement per year.</li> </ul>
Sanitary Sewer Back-ups and Forcemain Breaks	<ul style="list-style-type: none"> <li>Provide emergency response, investigation, and damage prevention within 2 hours of complaint.</li> </ul>	<ul style="list-style-type: none"> <li>We generally get the homeowner to camera the backup. If this proves the obstruction is beyond their property line, the County pays for the camera and repair - if on the resident’s property, it is their responsibility.</li> </ul>
Sewer Main Flushing	<ul style="list-style-type: none"> <li>Flush gravity sewer on a rotation basis allowing all sewer main to be flushed every 3</li> </ul>	<ul style="list-style-type: none"> <li>Rotation will still be approximately 3 years</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<p>years. (27,239.00 total meters).</p> <ul style="list-style-type: none"> <li>Annually flush gravity sewer system in high risk areas (500 meters).</li> <li>Flush sanitary sewers prone to freezing condition on an as needed basis (1 occurrence per year).</li> </ul>	<p>for regular maintenance flushing.</p>
Storm Water Management (General)	<ul style="list-style-type: none"> <li>Meet <i>Alberta Environmental Protection and Enhancement Act</i> –</li> <li>Ensure the proper continued operation of (5) Storm Water Management Ponds.</li> <li>Supply recommendations to Planning and Development regarding storm water management within new or existing developments.</li> </ul>	<ul style="list-style-type: none"> <li>All new developments are reviewed and recommendations made based on best practices.</li> </ul>
Catch Basins	<ul style="list-style-type: none"> <li>Annually flush, clean and inspect (8) catch basins.</li> <li>Repair and replace catch basins as required (1 – 2 per year).</li> </ul>	<ul style="list-style-type: none"> <li>Yearly repairs are required from graders breaking the catch basin grates when removing snow.</li> </ul>
Outfalls	<ul style="list-style-type: none"> <li>Annual inspect the condition and operation of (5) storm water outfalls.</li> </ul>	<ul style="list-style-type: none"> <li>Part of our general maintenance program.</li> </ul>
Waste Water Treatment Lagoons	<ul style="list-style-type: none"> <li>Operate the Waste Water Treatment facilities in Lodgepole, Cynthia, Rocky Rapids, Buck Creek, Birchwood Village Greens, Violet Grove</li> <li>Meet Alberta Environmental Protection and Enhancement Act – license to operate a waste water collection system at Cynthia “SAS” and Code of Practice for Wastewater Systems Using a Wastewater Lagoon for the (5) various lagoons</li> <li>Treat approximately 124,517cubic meters (21,643,380 gallons) of waste water from the septic haulers utilizing wastewater stabilization ponds including SAS :</li> </ul>	<ul style="list-style-type: none"> <li>Currently meeting all requirements of AESRD in regards to our lagoons and SAS wastewater treatment plant.</li> <li>Cutting grass, removing shrubs and trees, and making sure all transfer pipes between cells are clear and operating. Public Works is called upon for beaver house removal.</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<ul style="list-style-type: none"> <li>• SAS facility 17,917 m<sup>3</sup> treatment</li> <li>• Sewage hauled to Lagoons 19,799.66 m<sup>3</sup> includes Birchwood Village Greens</li> <li>• Lagoon Gravity collection system:                             <ul style="list-style-type: none"> <li>• Lodgepole 13,550 m<sup>3</sup></li> <li>• Cynthia 18,500 m<sup>3</sup></li> <li>• Rocky Rapids 42,450 m<sup>3</sup></li> <li>• Buck Creek 15,900 m<sup>3</sup></li> <li>• Violet Grove 16,220 m<sup>3</sup></li> </ul> </li> <li>• Upgrade and/or maintain operator certifications to Level I &amp; II in Water Treatment Systems in accordance to Alberta Environmental certifications and license to operate.</li> <li>• Maintain, cut grass and cover any physical repairs to lagoon structures.</li> </ul>	<ul style="list-style-type: none"> <li>• Darcy Mulroy is currently the only level II certified operator but new staff members will be eligible for level II at the end of 2016.</li> </ul>
Lift Stations (Municipal)	<ul style="list-style-type: none"> <li>• Operate and maintain five (5) sanitary sewer lift stations.                             <ul style="list-style-type: none"> <li>• Complete site inspection every four (4) days on all lift-stations</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• We are meeting the every 4-day objective and have introduced a de-greaser dosage program which seems to be working quite well.</li> </ul>
Septic Hauler Sewage Transfer	<ul style="list-style-type: none"> <li>• Monitor of 3 sewage receiving stations.</li> <li>• Prepare monthly billing for various haulers</li> </ul>	<ul style="list-style-type: none"> <li>• Sewage receiving stations should be flushed monthly.</li> </ul>
Environmental Monitoring (Waste Water Treatment)	<ul style="list-style-type: none"> <li>• The following parameters are monitored, documented and reported:                             <ul style="list-style-type: none"> <li>• Treated wastewater CBOD (5 day and Inhibited)</li> <li>• Treated wastewater Total Suspended Solids</li> <li>• Treated wastewater Total Oil and Grease</li> <li>• Treated and untreated wastewater</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• We continue to follow either our approvals or a Code of Practice that lay out all the required parameters. We continue to meet these requirements with all facilities.</li> </ul>

## PUBLIC WORKS AND INFRASTRUCTURE SERVICES

SERVICES AND/OR PROGRAMS	SERVICE PARAMETERS	
	<p style="margin-left: 40px;">Kjeldahl Nitrogen</p> <ul style="list-style-type: none"> <li>• Treated wastewater Ammonia</li> <li>• Treated wastewater Nitrite and Nitrate Nitrogen</li> <li>• Treated Wastewater Combined Nitrate and Nitrite</li> <li>• Treated wastewater pH</li> <li>• Treated wastewater Ammonium</li> <li>• Raw wastewater CBOD (5 day)</li> <li>• Raw wastewater Total Suspended Solids</li> <li>• Raw wastewater pH</li> </ul> <ul style="list-style-type: none"> <li>• The above parameters have set frequency of testing (weekly) and operating limits.</li> </ul>	
Monthly Reporting	<ul style="list-style-type: none"> <li>• Provide electronic monthly reports in accordance to regulatory approvals within 30 days.</li> </ul>	<ul style="list-style-type: none"> <li>• The Assistant Manager of Utilities is responsible for this monthly reporting requirement.</li> </ul>
Annual Reporting	<ul style="list-style-type: none"> <li>• Provide electronic annual reports in accordance to regulatory approvals by February 28 of each year.</li> </ul>	<ul style="list-style-type: none"> <li>• The Assistant Manager of Utilities has taken over this requirement in 2013.</li> </ul>
<b>Garbage Collection and Disposal Administration</b>		
General Customer Service	<ul style="list-style-type: none"> <li>• Ensure that all inquiries are responded to in an efficient manner as it relates to Waste Management Services (72 inquires per year). Inquiries are generally responded to within 8 business hours then prioritized based on urgency.</li> <li>• Provide hazardous household waste round-up and community clean-up initiatives.</li> <li>• Contribute resources to a rotational 24/7 on-call service with Waste Management and Public Works Functions.</li> </ul>	<ul style="list-style-type: none"> <li>• We continue to cover the requirements for solid waste and now have a backup driver with the recent hiring of the new utility operator.</li> </ul>