

Village of Bawlf



2010

Service Levels

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I. Purpose of Council and Staff

The purpose of the Council and staff is to:

1. provide good government,
2. provide services, facilities and other things that in the opinion of the Council, are necessary or desirable for all or a part of the community, and
3. develop and maintain a safe, viable and sustainable community.

II. Legislative Services

A mayor and four councillors govern the Village of Bawlf and determine the goals, objectives and directives for the common good of all citizens.

The Council is responsible for:

1. developing and evaluating the policies and programs of the municipality,
2. ensuring that the powers, duties and functions of the municipality are appropriately carried out, and
3. carrying out the powers, duties and functions expressly given to it under the Municipal Government Act, or any other enactment.

The mayor and councillors sit on various boards and committees to assist the Village in achieving its objectives and fulfilling regional responsibilities.

III. Employee Empowerment

The Service Levels provide direction and consistency in the way employees offer service to our community.

Service Levels are meant to be adhered to; however, they are not intended to cover every circumstance that an employee may face.

Employees are expected to use their best judgement when faced with a circumstance where making an exception to a level of service, appears to be in the best interest of our organization. These exceptions should be reported to the Village Manager at the earliest reasonable opportunity.

IV. Administration

The Administration area provides administrative services in meeting the needs of the Village's citizens and others who interact with the Village.

These services include:

- Council Support
- Municipal Elections
- Municipal Census
- Secretarial
- Filing Systems
- Information Technology
- Development
- Liaison with Library
- Accounts Payable
- Accounts Receivable
- Assessment/Taxes
- Payroll
- Utility Billings
- Budgeting
- Financial Reporting
- Annual Audit
- Investments
- Insurance
- Human Resources

V. Protective Services

The Protective Services area provides services in three major areas:

A. Fire Department

The local Fire Department is a volunteer organization lead by the Fire Chief and Deputy Fire Chief. The local department serves the village as well as the surrounding area on behalf of Camrose County. A funding agreement outlines the cost sharing between the Village and the County.

B. Bylaw Enforcement

Bylaw Services are contracted to an external agency and include weekly patrols and follow up that may include notices, tickets, letters, etc.

C. Disaster Services

The Village has entered into a Regional Emergency Services Agreement with Camrose County and the Public Works Director acts as the Director of Disaster Services. The Deputy Director of Disaster Services is a volunteer position.

** Police and Ambulance Services are provided by external agencies.

VI. Roads and Public Works

The Roads and Public Works area provides the following services:

A. Roads and Sidewalks

1. Roadways are inspected and potholes are repaired on an ongoing basis.
2. Asphalt cracks are repaired once per year.
3. Asphalt patching is completed as required.
4. Gravel is added to village roadways and back alleys as required.
5. The cemetery road east of the village is re-gravelled every 2-3 years, as required.
6. Back alleys are graded as required.
7. Damaged sidewalks are removed in residential areas as needed and replaced with seed or sod.
8. Sidewalks are repaired in the commercial areas as required.
9. Paved roadways are swept once per year in spring.
10. Gutters are cleaned once per year in spring.

B. Building, Vehicle and Equipment Maintenance

1. All Village owned buildings (ie. Village Office, Fire Hall, Public Works Shop, Recycling Shed, Water Reservoir, Lift Station, Well House, Curling Rink , Outdoor Rink Building, Historic Fire Hall and Jubilee Park Concession and Toilets) are checked and maintained on a regular basis.
2. Village owned vehicles are maintained as required..
3. Public works and parks equipment is maintained as follows:
 - a. Bobcat – service check completed every 500 hours; greased every 10 hours.
 - b. Tractor – service check completed every 100 hours; greased every 10 hours.
 - c. Mowers – service check completed every 100 hours; greased every 10 hours.
 - d. Weedeaters – service check completed as required.

C. Water Services

1. The Village water is supplied through two wells. Clean, potable water is provided to Village residents at 60 lb (420 kpa) pressure.
2. The Village will be eligible to access water through the Shirley McClelland Regional Water Services Commission should the need ever arise.
3. The water supply is tested daily and samples are sent to the University of Alberta Laboratory on a weekly basis. Reports are forwarded to Alberta Environment.
4. Pumphouse/Reservoir:
 - a. The building is inspected once per week.
 - b. The standby generator is started four times per year.
 - c. The reservoir is disinfected as required (approximately every five years, if needed).

5. Hydrants:

- a. All hydrants are flushed, serviced and checked for leak loss twice per year.
- b. They are also checked for proper drainage once per year in fall.
- c. The isolation valves are checked twice per year to ensure they are fully opened.

6. Valves:

- a. The valves are exercised and inspected once per year in spring.
- b. The stems and nuts are inspected for damage or leaks.
- c. The valve stem cover is cleaned.

7. Water Mains:

- a. All mains are directionally flushed twice per year during hydrant flushing.

D. Sewer Services

1. Lift Station:

- a. The two electric engines and pumps are checked daily (engines to be replaced soon).
- b. The back-up gas engine is started monthly (soon to be replaced by a generator).
- c. Staff respond to the automatic dialer alarm as required.

2. Sewer Mains:

- a. All mains are flushed twice per year (spring and fall).
- b. The manholes are checked visually twice per year.
- c. Sewer video camera surveillance is completed as required.

3. Wastewater Lagoon:

- a. The lagoon cells are checked monthly for malfunctions, leaks in the banks, tree growth, etc.
- b. The wastewater is released into the Daysland Drainage Ditch and tested annually.
- c. Repairs to the banks and berms are completed as required.
- d. The crossover valve and weir are checked monthly.

E. Surface Water Drainage

1. Ditches:

- a. The drainage ditches are checked weekly during the summer and daily during the spring melt.
- b. The ditches are cleaned out as required.

2. Drainage Gate (at north end):

- a. Water flow is monitored regularly in the spring and fall to determine the opportune time to open or close the gate.

F. Snow Clearing, Removal and Sanding

1. Snow Clearing and Removal:

- a. Snow will be cleared according to the priorities outlined in the chart on page 8.
- b. Roadways are to be brought to a drivable condition for vehicles equipped with suitable tires within the specified time and when the depth of freshly fallen or drifting snow exceeds the depth specified in the chart.
- c. Roadways are to be cleared of snow when two-lane traffic cannot be safely maintained for Priorities 1 and 2.
- d. Windrows on both sides of the street and avenue adjacent to the school property will be removed within one week, in ordinary circumstances.
- e. Snow will be removed up to the curbs on residential roadways as required.
- f. The Village will contract grader services through Camrose County, with the understanding that the village roadways will be cleared after the County roads have been cleared. This could take up to four days.
- g. If snow clearing is required prior to the County grader being available, the Village will either contract the snow clearing services through another company or use Village equipment to clear the areas in order of priority.
- h. If the County grader leaves a windrow in front of a residential driveway or around a parked vehicle on the street or avenue, the Public Works staff will assist the homeowner with removing the windrow.
- i. Residential driveways will be cleared as the last priority and will be based on requests submitted to the Village Office. In the event of a medical emergency, a residential driveway may warrant being cleared by Public Works Staff prior to the approved priorities.
- j. Snow will be removed from municipal sidewalks that are normally used by the public will be cleared. Sidewalks infrequently used by the public will not be cleared of snow.
- k. Whenever possible, residents will be notified in advance when snow clearing will be expected to occur in their area. Sandwich boards will be placed in highly visible locations approximately 12-24 hours prior to the commencement of clearing. On extraordinary occasions, notification in advance may not be possible.

2. Sanding:

- a. In order to provide for the safe movement of vehicular and pedestrian traffic, sanding will occur as soon as possible when necessary and will be dependent on road and weather conditions.
- b. Sanding will occur according to the priorities outlined on page 8.
- c. The sanding material consists of two percent calcium chloride (so the sand stock pile does not freeze), five percent salt (to melt the snow and ice on roadways) and sand/chips (to provide traction on slippery road surfaces).

Snow clearing and sanding on municipal roadways will be carried out in the priorities described below and as indicated on the attached map (Schedule A). During unusual snowfall events, it may not be possible to achieve these levels of service stated.

Snow Clearing Priority	Roadway Description	cm snow (before plowing)	Plow Roads within "x" hrs of snowfall	Sanding Priority
1	Vrolson Road from Highway 13 to the northern Camrose County boundary; Railway Avenue from Vrolson Road to Jamieson Street; Fire Hall driveways	7.5	12-18	3
2	Around the school (Alberta Avenue from Vrolson Road to King Street AND King Street between Alberta and Molstad Avenues); Hanson Street from Railway Avenue to Molstad Avenue	7.5	18	2 4
3	Depending on the day of the week of the snowfall or drifting, either a) or b) first: a) the back alleys (to be cleared before before garbage collection day) OR b) all residential street and avenues with the priority being the roadways most drifted in	7.5-15	18-24	
4	Municipal parking lots (ie. Village Public Works shop and Administration Office)	15	after other priorities	
5	Residential driveways		after other priorities	
	Railway crossing on Vrolson Road			1
	All intersections			5

G. Solid Waste Collection

1. Landfill:

- a. The Village has a contract with Camrose County to haul waste being to the Kelsey Transfer Station.
- b. Household residential and commercial refuse is removed once per week by a private contractor under contract to the Village.

2. Spring Clean-Up:

- a. The Village coordinates an annual spring clean up event to assist in keeping the Village clean.
- b. During the spring clean-up, the Village will pick up and transport unwanted large appliances and then invoice the owners for any environmental costs incurred.

H. Recycling

1. Village Facilities:

- a. The Village accepts tin, glass, #2 plastics, and plastic bags at the recycling shed behind the Fire Hall and staff transport the materials to Centra-Cam in Camrose as required.

2. Camrose Facilities:

- a. Bawlf residents must transport their recyclable newspapers and cardboard to the Centra-Cam facilities in Camrose.

VII. Planning and Development

A. Development Permits & Compliance Certificates

- The Village Development Officer administers all applications for development permits and compliance certificates.

B. Building Permits and Inspections

- The City of Camrose administers the building permits (including electrical, plumbing and gas permits) and completes the necessary building inspections.

C. Planning and Subdivision Services

- Camrose County is contracted by the Village to provide planning and subdivision services.

VIII. Recreation, Parks, Culture and Support Services

A. Recreation and Parks

1. Grass Cutting and Weed Control

- a. All grass on Village property (including the Community Centre, the cemetery and the ball diamonds) is mowed weekly (more or less depending on the annual rainfall).
- b. Weed-eating is completed as required.
- c. Weeds are sprayed under Camrose County's license as required in spring and fall.

2. Trees

- a. All trees are inspected for insects, diseases and pests once per year and recommendations for action are made as necessary.
- b. Newly planted trees are watered as required based on rainfall amounts.
- c. Trees are fertilized as necessary.
- d. Trees are pruned as required.
- e. Dead trees are removed as soon as noticed and recorded on a list for replacement.

3. Flower and Shrub Beds

- a. The flowerbeds are planted and maintained by Village staff. Beds include: Village entrance off Highway 13, Village of Bawlf Office Building, Village Fire Hall and the Historical Sign Shrub Bed.
- b. Rototilling and/or the addition of peat occurs as required in spring.
- c. Beds are weeded weekly.
- d. Watering occurs twice per week and is dependent on the amount of rainfall.

4. Jubilee Park

a. Campground

- Approximately 22 sites are available (12 have electricity).
- Fire wood is cut and provided as it becomes available.

b. Toilets

- The toilets are checked and cleaned weekly.
- They are restocked as required and especially prior to all booked ball tournaments or events.
- The facilities are winterized in fall, dependent on the forecasted cold weather.

c. Concession Building

- The building is maintained by the Village.
- It is operated by the user groups booking tournaments or events in the park.

d. Playground

- The playground equipment was funded and installed by the Lions' Club in the 1980's.
- It is maintained jointly by the Lions' Club and the Village.
- Safety checks are completed bi-weekly during the summer months.

e. Fire Pits

- Approximately seven fire pits are available for use by campers and park users.

f. Refuse Collection

- The garbage cans are checked weekly and emptied as required. During special events, the garbage is checked more often.

5. Recreation Board

a. The Village provides the Bawlf and District Recreation Board an annual grant.

B. Culture

1. Bawlf Community Centre (new hall)

a. The Lions' Club secured provincial grant funding and lead the project to construct the hall.

b. The Lions' Club operates and maintains the hall and will continue to do so until December 31, 2017. At that time, the Village will be responsible for the operation and maintenance of the hall.

c. The Village provides the hall booking services and collects the rental fees. The funds are turned over to the Lions' Club at year end.

d. The Village provides grass cutting, tree maintenance, weed control, etc. on the grounds around the hall.

2. Bawlf Community Hall (old hall)

a. The Village takes care of the grass cutting, tree maintenance and weed control on the grounds around the old hall.

3. Bawlf Public Library

a. The Bawlf Public Library is housed in the Village of Bawlf Office.

b. The Village Council appoints the members of the Library Board as required.

c. The Village provides an annual operating grant to the Library Board.

d. The Bawlf Public Library services the residents of Bawlf and area as well as Rosalind and area. Library memberships are recognized at any library within the Parkland Regional Library service area.

4. Historical Assets

a. Old Fire Hall (built in 1911)

b. Historical Sign

C. Support Services

1. Camrose and District Support Services (CDSS)

The Village partners with CDSS on this provincial program and the Village of Bawlf's share of the municipal portion (20%) is approximately \$2700 per year.

The services and programs available to Bawlf residents by contract:

- a. Home Support (light housekeeping and Meals on Wheels)
- b. Licensed Pre-School
- c. Family Resource Centre (eg. parenting education, playgroups and counselling)
- d. Family Violence Action Society (eg. counselling and support groups)
- e. OSCAR (licensed out-of-school care)
- f. Rural Communities Program (eg. Summer in the Park, information & referral, and community development)
- g. Volunteer Centre (eg. volunteer recruitment and data base of clubs & organizations)
- h. DARE Program in Schools (eg. drug and alcohol resistance and bullying prevention)
- i. Open Door Program (eg. youth outreach, shelter and counselling services)
- j. Service Options for Seniors – SOS Program (eg. assistance to access provincial, federal, regional and local programs and supports)