

Village of Bawlf



2018

Service Levels

*Approved by Village Council: December 13, 2017
Motion 209/17*

INDEX

I. Purpose of Council and Staff	3
II. Legislative Services	3
III. Employee Empowerment	3
IV. Administration	4
V. Protective Services	4
VI. Roads and Public Works	5
A. Roads and Sidewalks	5
B. Building, Vehicle and Equipment Maintenance	5
C. Water Services	5
D. Sewer Services	6
E. Surface Water Drainage	6
F. Snow Clearing, Removal & Sanding	7
G. Solid Waste Collection	9
H. Recycling	9
I. Composting	9
VII. Planning and Development	9
VIII. Recreation, Parks, Culture and Support Services	10
A. Recreation and Parks	10
B. Culture	11
C. Support Services	12

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 may be appointed to 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 the 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 the organization. These exceptions should be reported to the Village CAO 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
- Communication to Citizens
- Budgeting
- Financial Reporting
- Annual Audit
- Investments
- Insurance
- Human Resources

V. Protective Services

The Protective Services area provides services in four 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 hourly patrols on a weekly basis determined by the time of year 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. The Director of Disaster Services and the Deputy Director of Disaster Services are volunteer positions.

D. Emergency Services

A committee has been formed to review the feasibility of a Regional Emergency Management Services Liaison position for the municipalities within the Camrose County region.

** 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. Roadways are graded on a regular basis.
7. Back alleys are graded as required.
8. Damaged sidewalks are removed in residential areas as needed and replaced with seed or sod.
9. Sidewalks are repaired in the commercial areas as required.
10. Paved roadways are swept as required.
11. Gutters are cleaned twice per year in the spring and fall.
12. Vrolson Road and Railway Avenue are reviewed annually for the need for dust control.

B. Building, Vehicle and Equipment Maintenance

1. All Village owned buildings (ie. Village Office, Fire Hall, Public Works Shop and Storage Shed, Water Reservoir, Lift Station, Well House, Outdoor Rink Building, Historic Fire Hall, Historic United Church and Jubilee Park Concession and Toilets) are checked and maintained on a regular basis.
2. Village owned vehicles are maintained as required with an annual CVIP on the 2 ton truck and oil changes done every 5,000kms on the 2 ton and F150.
3. Public works and parks equipment is maintained as follows:
 - a. Bobcat – service check completed every 250 hours; greased every 10 hours.
 - b. Tractor – service check completed every 250 hours; greased every 10 hours.
 - c. Grader – service check completed every 250 hours; greased every 10 hours.
 - c. Mowers – service check completed every 250 hours; greased every 10 hours.
 - d. Weed eaters – service check completed as required.
 - e. Bobcat Sander – cleaned, serviced/greased weekly or more/less often dependant on usage.
4. All equipment and vehicles are cleaned/pressure washed completely on a weekly basis.

C. Water Services

1. The Village water is supplied through two wells. Clean, potable water is provided to Village residents at approximately 50-60 lb (420 kpa) pressure.
2. The Village will be connected to the Shirley McClellan Regional Water Services Commission Regional Water Line in the future.
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 daily to ensure proper housekeeping and no failure of equipment.
- b. The standby generator is programmed to start on the first of each month.
- 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 and winterized with antifreeze.
- c. The isolation valves are checked twice per year to ensure they are fully opened.

6. Valves:

- a. The valves are exercised, greased and inspected once per year in spring.
(A valve exerciser can be obtained from the city of Camrose)
- 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 engines and pumps are checked daily (the engines were replaced in June 2010).
- b. The back-up gas engine was replaced by a natural gas generator in September 2010. The generator will supply power to all aspects of the lift station in the event of a power outage.
- c. Staff respond to the alarm as required.

2. Sewer Mains:

- a. All mains are flushed twice per year (spring and fall) utilizing the Flush truck.
- b. The manholes are checked visually twice per year.
- c. Sewer video camera surveillance is completed as required.
- d. The 1966 vitrified clay tile main lines were rehabilitated with a cured-in-place-pipe (CIPP) liner in August 2012.

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 snow clearing services on an as needed basis.

g. If a windrow is left in front of a residential driveway or around a parked vehicle on the street or avenue in excess of 8 inches, the Public Works staff will assist the homeowner with removing the windrow.

h. Residential driveways will only be cleared in the event of a medical emergency.

i. If residential vehicles remain on the roadway when snow clearing is in progress, it is the responsibility of the resident to clear the snow around the vehicle and not the responsibility of Public Works.

j. Snow will be removed from municipal sidewalks that are normally used by the public as well as entry ways into the Bawlf Country Store, the Post Office and the Bawlf Lions Community Hall. 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 via the Village of Bawlf website, Highway sign and notices on the Bawlf Public Bulletin Board and in the Bawlf Country Store, 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

and/or salt/sand 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 below.

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 cm	12-18 hrs	4
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 cm	18 hrs	1 3
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 garbage collection day) OR b) all residential street and avenues with the priority being the roadways most drifted in	7.5-15 cm	18-24 hrs	
4	Municipal parking lots (ie. Village Public Works shop and Administration Office)	15	after other priorities	
	All intersections			2

G. Solid Waste Collection

1. Landfill:

a. The Village has a contract with Camrose County for residents to haul waste to the Kelsey Transfer Station.

b. Household residential and commercial refuse is removed once per week by a contracted company.

H. Recycling

- Door-to-door pick-up is provided by a contracted company on the first and third Thursdays of every month.

- Sorting of the recyclables as per contractor.

- Contractor has provided a list of acceptable and unacceptable materials.

I. Composting

- Residents may dump their grass clippings, leaves, apples, etc. at the composting area east of the ball diamonds.

- Residents may also take tree branches to the collection area east of the ball diamonds.

- There will be absolutely no dumping of any other materials/garbage.

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 the Public Works/Recreation staff. Beds include: Village entrance off Highway 13, Village of Bawlf Office Building, Village Fire Hall and the Historical Sign Shrub Bed. There can also be numerous planters throughout the Village.
- b. Rototilling and/or the addition of peat occurs as required in spring.
- c. Beds are weeded weekly.
- d. Watering occurs twice per week, or as required, 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.
- The roadway into and within the campground is maintained as required.

b. Toilets

- The toilets are checked and cleaned weekly or as required.
- They are restocked as required and especially prior to all booked ball tournaments or events.
- The facilities are winterized by October 15th, weather dependent.

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.
 - 6. Recreational Trail
 - a. The Village has endorsed the construction of a recreational trail around the Village.
- 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. Village of Bawlf Public Library
 - a. The Village of Bawlf Public Library is housed in the Village Office Complex.
 - 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 Public Library serves 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.
 3. Historical Assets
 - a. Old Fire Hall (built in 1911)
 - b. Historical Sign
 - c. Old United Church
- 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 are:

- 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)