

## Appendix A - Services and Service Level Inventory **June 6, 2024**

Services	Description	Sub-Services	Description	Level of Service
<b>Programs</b>				
<b>A. Community Life</b>				
<b>Sub - Programs</b>				
<b>A.1 Community Amenities</b>				
<b>A.1.1 Cemetery Management</b>	Cemetery internment sales and service.	<b>A.1.1.a Cemetery Sales and Service</b>	Provide assistance, advice and resources to visitors and clients. Facilitate the sale of cemetery plots, columbarium niches and the memorial bench, tree, and plaque program at the cemetery and throughout the community. Manage on-site burial logistics. Keep records for plot purchase and burial deeds.	Cemetery requests provided by appointment 8:00 am to 4:30 pm, Monday to Friday. Closed on holidays and weekends. Compliance with Okotoks Fees, Rates and Charges Bylaw. Maintain records and services in full compliance with the Alberta Cemetery Act.
<b>A.1.3 Specialty Amenities</b>	Provision of dedicated facilities or amenities for participation or engagement of specific groups.	<b>A.1.3.a Okotoks Youth Centre (OYC)</b>	Provide a youth-friendly facility.	Access to youth aged 12-18 (teens aged 18 are welcome until they graduate Grade 12). Amenities include a leisure activity lounge, homework area and multi-purpose area for games, programs, and activities. Supervision is provided by on-site trained staff during all operational hours.
<b>A.1.4 Parks, Open Spaces and Recreation Sites</b>	Provision of recreation and park sites for community users in a safe and comfortable environment.	<b>A.1.4.a Parks, Open Spaces and Pathway System</b>	A dedicated park or open space that may include a collection of recreation amenities and natural features that provides opportunities for scheduled and spontaneous use.	Access to Parks, Open Spaces as per the Okotoks Open Spaces and Recreation Facilities Bylaw. Park access permits provided in compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.1.4.b Recreation Sites</b>	A dedicated recreation site that may include a collection of recreation amenities that provides opportunities for scheduled and spontaneous use.	Campground facilities located on Sheep River inside Town of Okotoks town limits are leased to a third party to manage and maintain grounds. Trees and infrastructure maintenance done by the Town. Site amenities include tent and trailer sites, access to sewer, water and electrical service, on-site dump station, washrooms, coin-operated showers, picnic tables, fire pits and playground facilities. Compliance with provincial and federal regulatory/legislative requirements.

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		<b>A.1.4.c Primary Function Site Amenities</b>	Amenities that support the primary function(s) of recreation and park sites such as parking lots, bike racks, or benches.	Primary function amenities are in alignment with Okotoks Wayfinding Design Development guide, Okotoks General Design and Construction Specifications Landscape and Engineering Edition and provincial and federal regulatory/legislative requirements.
<b>A.1.5 Recreation and Sport Amenities</b>	Ensure the provision of scheduled and spontaneous use of recreation amenities for community users in a safe and comfortable environment.	<b>A.1.5.a Indoor Aquatics Amenities</b>	Provision of public access indoor aquatics amenities for scheduled and spontaneous recreation and sport activity.	<p>Aquatics amenities are offered based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Lifeguarding and pool standards are provided in compliance with Lifesaving Society Alberta and Northwest Territories Policies and Procedures, the Lifesaving Society Alberta Northwest Territories Public Aquatic Facility Safety Standards and provincial and federal regulatory/legislative requirements.</p> <p>Indoor aquatics amenities are offered for scheduled and spontaneous use or a combination based on a balance of community and operational need.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.b Indoor Aquatics Amenities - Hot Tub</b>	Provision of public access to a Hot Tub.	<p>Spontaneous use only based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
		<b>A.1.5.c Indoor Aquatics Amenities - Sauna</b>	Provision of public access to a Sauna.	<p>Spontaneous use only based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
		<b>A.1.5.d Outdoor Spray Parks</b>	Provision of public access outdoor spray park amenities for spontaneous use.	<p>Outdoor aquatics amenities operate seasonally as weather permits within the guidelines and recommendations of Environment Canada for spontaneous use.</p> <p>Compliance with provincial and federal regulatory/legislative requirements..</p>
		<b>A.1.5.e Indoor Fitness Amenities</b>	Provision of indoor equipment for the purpose of physical exercise such as sport equipment and fitness centre.	<p>Fitness amenities are offered for spontaneous use, booked use or a combination based on a balance of community and operational need and are offered based on the Hours of Operations in the appendix and the Okotoks Open Spaces and Recreation Facilities Bylaw.</p> <p>On site staffing and amenities varies based on the site.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.f Indoor Walking Tracks</b>	Provision of indoor walking tracks.	Indoor Walking Track for spontaneous use based on the hours of operations for Okotoks Recreation Centre as outlined below.

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		<b>A.1.5.g Park Amenities</b>	Provision of spontaneous use amenities to enhance the overall experience in and use of park spaces such as dog waste bag dispensers, seating areas, picnic tables, recreational zones, waste bins.	<p>Park amenities are offered based on the Okotoks Open Spaces and Recreation Facilities Bylaw.</p> <p>Park amenities are offered for spontaneous use based on a balance of community and operational need.</p>
		<b>A.1.5.h Playgrounds</b>	Provide recreational play structures for public use.	<p>Playgrounds are offered for spontaneous use based on a balance of community and operational need.</p> <p>Daily, weekly and monthly inspections. Cleaning as required. Maintaining surface for fall protection.</p> <p>Compliance with the Okotoks Open Spaces and Recreation Facilities Bylaw and the Canadian Standards Association playground standards.</p>
		<b>A.1.5.i Ice Surfaces</b>	Provision of maintained indoor and outdoor ice dedicated to use for recreation and sport activities.	<p>Ice surfaces are offered for spontaneous, scheduled use or a combination based on a balance of community and operational need.</p> <p>Indoor arenas are available for use based on facility scheduling seven days a week.</p> <p>On site staffing and amenities varies based on the site. Must be 18 years old to book the ice.</p> <p>Ice surface is maintained to industry standards for public safety. Curling rink is operated through a lease partnership.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.j Sport Fields and Dry Pads</b>	Provision of maintained dry pad and natural turf fields dedicated to recreation and sport activities.	<p>Outdoor Sport Fields and dry pads are offered based on the Hours of Operations in the Okotoks Open Spaces and Recreation Facilities Bylaw and the Joint Use Agreement. Spring natural turf field opening occurs when turf suitable for sporting activity.</p> <p>Indoor sport fields and dry pads are offered for scheduled and spontaneous use or a combination based on a balance of community and operational need, per facility hours.</p> <p>Outdoor Sport Fields are offered for spontaneous use, booked use or a combination based on a balance of community and operational need. Specific sports fields are operated through partnership agreement.</p> <p>Seaman and Tourmaline Stadiums are managed and maintained through partnership agreements. Town maintains infrastructure.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.1.5.k Indoor and Outdoor Sports Courts</b>	Provision of dedicated maintained indoor and outdoor sport courts, dedicated to recreation and sport activities such as Pickleball, tennis, basketball, and beach volley ball.	<p>Outdoor Sports courts are offered based on the Hours of Operations in the Okotoks Open Spaces and Recreation Facilities Bylaw.</p> <p>Indoor Sports courts are available based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Sport courts are offered for spontaneous use, booked use or a combination based on a balance of community and operational need.</p> <p>Specific sports courts are operated through partnership agreements with provision for public drop in. Operational guidelines as per agreements. Hours of service provision as per agreements.</p> <p>Compliance with the Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.l Other Sport Amenities</b>	A purpose-built recreational environment dedicated to recreation and sports activities.	<p>Outdoor Skate Park, Toboggan Hills, Cross Country Ski trails, and Natural Ice Rinks are offered for spontaneous use.</p> <p>BMX Bike Track is leased to third party is leased to a third party to manage and maintain infrastructure with a provision for some public hours.</p> <p>Temporary seating and garbage receptacle provided at outdoor skate park and ski trail locations. Outdoor natural ice rinks and Skate Park are inspected weekly. Toboggan hills are inspected for hazards prior to snow fall and monthly thereafter.</p> <p>Amenities are offered based on the Hours of Operation in the Okotoks Open Spaces and Recreation Facilities Bylaw. Outdoor amenities are available seasonally as weather permits.</p>

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		<b>A.1.5.m Multi-purpose Spaces</b>	Multi-purpose spaces used for a variety of programming and booked use. Includes various sites such as Foothills Centennial Centre, and Okotoks Recreation Centre.	<p>Multipurpose space offered for booked use.</p> <p>On site staffing and amenities varies based on scheduled booking.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.n Off Leash Areas</b>	Designated park or open space, or portion thereof, for dog off leash activities.	<p>Dogs are permitted off leash at designed off leash areas only.</p> <p>Designated Off Leash Areas:</p> <p>1. 229 Don Seaman Way - 38 Acres fully fenced including 2 parking lots (1 at 229 Don Seaman Way, the other at 132 Drake Landing Loop), 1 toilet building, garbage receptacles, seating, natural surface trails, and rules for use signage.</p> <p>Off leash area(s) may or may not be fenced and have supporting amenities such as parking lot, toilet building, seating, shade areas, pathways, garbage receptacles, dog bag dispensers, dog training areas/equipment, and water stations. Compliance with Okotoks Responsible Pet Ownership and Open Spaces and Recreation Facilities Bylaws.</p>

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<b>A.1.6 Management of Facility and Amenity Partnerships</b>	Provision of management services related to facility and/or amenity partnerships.	<b>A.1.6.a Facilities and Amenities Partnerships</b>	Develop and manage commercial and non-commercial space opportunities through agreements between the Town and external organizations for Town owned and operated amenities and Town owned partner operated amenities.	Partner agreements with non-profit organizations and community groups are developed within six months prior to the agreement's expiry date or as needs are identified.  Community group's capital project inquiries related to capital applications, project statements, or business cases.  The signing of capital development/funding agreements with non-profit organizations and community groups is developed and facilitated prior to the execution phase of a project.
		<b>A.1.6.b Joint Use and Planning Agreement</b>	Agreement management between Town of Okotoks and Okotoks school divisions for collaborative use of Town recreation facilities and school facilities.	Requirements are fulfilled within the parameters of the Joint Use and Planning Agreement.
<b>Sub - Programs</b>				
<b>A.3 Recreation Development</b>				
<b>A.3.1 Recreation Programming</b>	The provision of recreation programming for registered and drop-in participants at parks, open spaces and recreation facilities.	<b>A.3.1.a Aquatics Programming</b>	The direct provision of aquatics registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents are eligible to register 7 days prior to open registration.  Programs offered in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, Red Cross Program Standards and/or Fitness Alberta.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.b Fitness Programming</b>	The direct provision of fitness registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents seven days prior to open registration. Programs offered in alignment with Lifesaving Society of Alberta Policy and Procedures.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.c Recreation Programming</b>	The direct provision of recreation registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents seven days prior to open registration. Programs offered in alignment with Lifesaving Society of Alberta Policy and Procedures.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.d Regional Aquatic Programming</b>	The direct provision of aquatics registered and drop-in programs for Dr. Lander Memorial Pool in Diamond Valley.	As per the contract.

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<b>Sub - Programs</b>				
<b>A.5 Community Organizations and Groups Support</b>				
<b>A.5.1 Community Organization Supports</b>	Facilitation and support to non-profit organizations and community groups to provide advice, educate, communicate, inform and build capacity and support to program delivery in the community.	<b>A.5.1.a Leadership Development</b>	Support to community groups to create and maintain healthy, self sustaining community groups that effectively meet identified goals and objectives.	Facilitate networking opportunities for non profit organizations and community groups with similar service objectives to connect regularly (at least once a year) Networking groups such as the Foothills Region Interagency and Volunteer Managers Partnership.
<b>A.5.2 Housing Investment and Development Facilitation</b>	Liaise between external housing providers and the municipality to help expedite and simplify development within the Town of Okotoks to meet community needs.	<b>A.5.2.a Housing Application Supports</b>	Assist housing providers with navigating the Town's regulatory processes, including facilitation of meetings, problem solving, and interpretation of statutory documents and Town guidelines. Provide supporting documents to support grant applications from external funders.	Host or facilitate requests or meetings between internal Town staff and prospective housing developers as required.
		<b>A.5.2.b Housing Networking and Partnerships</b>	Foster a housing ecosystem in Town of Okotoks that helps create opportunities for additional housing including creation of partnerships; and identifying and working to remove housing barriers.	<p>Create or host opportunities for networking and partnerships.</p> <p>Facilitate ad hoc meetings with housing providers to understand community needs.</p> <p>Celebrate housing success stories throughout the year.</p>
<b>Sub - Programs</b>				
<b>A.6 Social Development</b>				
<b>A.6.1 Individual and Family Support Services</b>	Assist individuals and families with resources, support and individualized services.	<b>A.6.1.a Licensed Child Care</b>	The direct provision of licensed child care for school aged children - kindergarten to grade six.	<p>Registered out of school care programming providing before and after school care to school age children in addition to full day care to Kindergarten children on days that they are not scheduled to attend school.</p> <p>Schools serviced are those that are within walking distance of the Okotoks Recreation Centre and include Percy Pegler, Dr. Morris Gibson and Good Shepherd.</p> <p>Services include activities and programs supervised by trained staff. A walking bus keeps children active. Children interact with nature on the way to and from school and participate in a variety of weekly crafts, sports, and games.</p>

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.6.1.b Community Resource Support</b>	Assist individuals and families with information, referrals, help with forms and/or connections to other supports.	This service is provided to residents from Okotoks and surrounding areas, including Diamond Valley and the Foothills County. Hours of operation of the Okotoks Family Resource Centre as outlined below.
<b>A.6.2 Community Capacity Building</b>	The development of skills and competencies to enable all Town residents to achieve their greatest potential and strengthen the community as a whole. Promote positive social and neighbourhood connections.	<b>A.6.2.a Enhance Community Well-Being</b>	Town residents are supported with community led initiatives to enhance neighbour to neighbour connections aimed at positive social interactions are promoted.	Initiatives are reviewed annually and updated to meet community need.
		<b>A.6.2.b Education and Training</b>	Social programs that are preventative in nature that promote and enhance well-being among individuals, families, and communities. Examples include mental health and/or suicide intervention.	Annually host or partner presentations, facilitate workshops on social based topics relevant to the community to educate and support residents. Initiatives are reviewed annually and updated to meet community need.
		<b>A.6.2.c Volunteer Services</b>	Service offered to the community to sign up for volunteer opportunities with the Town of Okotoks.	Recruitment, hire, develop policies, place in appropriate volunteer positions and track volunteer hours to support Town volunteer activities.
<b>Sub - Programs</b>				
<b>A.7 Grants, Incentives and Support</b>				
<b>A.7.1 Civic Granting</b>	Provision of funding or in-kind support to eligible applicants in the areas of special events, sport and culture development, environmental initiatives, renovations, operational funding and capital renovations and development.	<b>A.7.1.a Below Market Housing Incentive Grant</b>	Provide funds to assist non-profit housing providers to purchase and/or operate below market housing through a partnership with a builder.	Offers grants on a first-come first-served basis, subject to funding availability. Applications will be accepted throughout the year, with funds for eligible expenses payable upon successful completion of the project as per the approved building permit for the project. Should funds be exhausted, eligible applications will be placed on a waitlist until additional funding becomes available.  Compliance with CMD-P-3.1 Below Market Housing Incentive Grant Policy.



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		<b>A.7.1.b Secondary Suite and Accessory Dwelling Unit Grant</b>	Provide funds for the development of secondary suites or accessory dwelling units that meet Safety Codes requirements.	Offers grants on a first-come first-served basis, subject to funding availability. Applications will be accepted at the beginning of each calendar year, with funds for eligible expenses payable upon successful completion of the project in the same calendar year. Available grant funding is determined annually through the Council budget.  Compliance with CMD-P-3.2 Secondary Suites and Accessory Dwelling Unit Grant Program Policy.
<b>A.7.2 Individual and Family Support Services</b>	Financial support or subsidy programs for eligible applicants.	<b>A.7.2.a Recreation Fee Assistance</b>	Recreation fee assistance supports for low-income individuals and families to participate in the Town's recreation programs and facilities.	Fee Assistance applications are accepted year-round and subsidy is valid for one year from date of approval.  Compliance with the Okotoks Recreation Fee Assistance Policy.
		<b>A.7.2.b Subsidized Transportation</b>	A subsidized taxi and volunteer driver programs to provide transportation for eligible participants.	Provided to Okotoks residents who are seniors or persons with permanent disabilities are able to remain active participants in the community.  <b>Subsidized Taxi Program:</b> A subsidy is provided to a contracted taxi company for each trip taken and provides users with a reduced taxi fare.  <b>Volunteer Driver Program:</b> Provide free transportation to medical appointments outside of Okotoks through a pool of volunteer drivers. Compensation paid to volunteer drivers at established rates.  Compliance with the Okotoks Subsidized Transportation Policy.
		<b>A.7.2.c Emergency Funds</b>	Provide emergency financial assistance to Individuals or families.	This service is provide to residents from Okotoks and surrounding areas, including Diamond Valley and the Foothills County. Hours of operation of the Okotoks Family Resource Centre as outlined below. Emergency financial support from donated funds/grants.
<b>Sub - Programs</b>				
<b>A.8 Funding Partnerships</b>				
<b>A.8.1 Management of Partnerships for Delivery of Social Services</b>	Provision of funding to deliver preventive social services in the community.	<b>A.8.1.a Program Funding</b>	Provide a framework for the delivery of funding to eligible community organizations for the provision of preventive social programs.	Annually identify funding support through United Way and Family and Community Support Services requirements. Provide support to potential applicants and funded agencies.
		<b>A.8.1.b Committee Administrative Liaison</b>	Provide administrative support to Family and Community Support Services Committee And United Way/Okotoks Partnership Committees.	Compliance with Okotoks Governance Committees of Council Bylaw.

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<b>Sub - Programs</b>				
<b>A.9 Truth and Reconciliation</b>				
<b>A.9.1 Calls to Action Implementation</b>	Management and oversight of Calls to Action efforts	N/A	N/A	To Be Determined.
<b>Sub - Programs</b>				
<b>A.10 Public Education</b>				
<b>A.10.2 Indigenous Awareness</b>	Review and identify resources, awareness information, and learning opportunities to share with the community.	<b>A.10.2.a Indigenous Ceremonies and Annual Days of Recognition</b>	Provide Indigenous ceremonies and annual days of recognition. Includes collaboration with Indigenous peoples, Administration and Council. Including but not limited to Missing and Murdered Indigenous Women Day, National Indigenous Peoples Day, National Day for Truth and Reconciliation, Métis Week, etc.	To Be Determined.
		<b>A.10.2.b Indigenous Culture and Educational Opportunities</b>	Provide opportunities to learn about Indigenous Culture through events created for the Okotoks community. Further the community's understanding of the Truths of the land they now live on. Including but not limited to: Tipi Camp, Indigenous Artisan Market, Dream Catcher and Hand Drum Workshops, School presentations, etc.	To Be Determined.
		<b>A.10.2.c Painted Lodge (Tipi)</b>	Set up and provide access to Mayor Thorn's Tipi.	Weather permitting, Mayor Thorn's Tipi will be raised at a minimum of 4 events per year including, but not limited to: Tipi transfer anniversary, first Saturday in June, Missing and Murdered Indigenous Women Day , National Indigenous Day, Truth and Reconciliation Day.  Compliance with the Okotoks Tipi Administrative Guidelines.

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<b>Sub - Programs</b>				
<b>A.12 Public Safety</b>				
<b>A.12.1 Fire Response</b>	Response to all types of emergency events including fire, rescue, medical first response, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	<b>A.12.1.a Public Hydrant Inspection &amp; Maintenance</b>	Maintain public hydrants to provide a readily accessible and pressurized source of water for firefighting purposes.	Inspection and maintenance completed as per industry standards.  Compliance with provincial and federal regulatory/legislative requirements.
<b>Programs</b>				
<b>B. Sustainable Okotoks</b>				
<b>Sub - Programs</b>				
<b>B.1 Environmental Protection</b>				
<b>B.1.1 Tree Planting and Maintenance</b>	Maintenance of tree canopy, including tree planting, maintenance and inspections.	<b>B.1.1.a Tree Planting</b>	Planting of trees to ensure the health of the urban forest.	Use design standards for planting including planting practices and acceptable species.  Maintain the Tree Canopy at 6%.
		<b>B.1.1.b Tree Care and Maintenance (Urban Forest)</b>	Routine maintenance to ensure the health of the urban forest.	Parks, open spaces and boulevard trees are inspected and pruned for tree health and encroachments blocking signage and sidewalks for safety. Tree inspections are conducted cyclically based on priorities as per Okotoks Asset Management Policy.
		<b>B.1.1.c Tree Care and Maintenance (Natural Areas)</b>	Routine maintenance to ensure the health of the natural forest.	Trees in natural and naturalized areas are not pruned for structure or pest and disease management. Clearance for trail system and open space is maintained with public safety being the primary concern. Wildlife trees are retained where practical. Tree inspections are conducted cyclically based on priorities as per Okotoks Asset Management Policy.

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<b>B.1.2 Vegetation and Pest Control</b>	Maintenance of healthy turf and urban forests and public safety.	N/A	N/A	<p>Remove or control of vegetation and pests as governed by legislation and as outlined in the Town's Integrated Pest Management Plan and Traditional Knowledge and Land Use Assessment Report.</p> <p>Compliance with provincial and federal legislative/regulatory standards. Note: The Town has the right, but not the obligation, to control additional invasive species not required for control by the Alberta Weed Control Act &amp; Regulation.</p> <p><b>Thresholds for Broadleaf Weed Control:</b></p> <p><b>Parks, Pathways and Roadways - 15%</b> - Mowed park areas, parkways, pathway connectors, boulevards and medians, except within 15m of playgrounds.</p> <p><b>Sports Fields - 5%</b> - Includes irrigated and non-irrigated ball diamonds and rectangular fields.</p> <p><b>Commercial Sites - 5%</b> - Town owned and operated building sites not associated with designated parks.</p> <p><b>School Grounds - 15%</b> - The Town may contribute to integrated pest management measures on School Reserve (SR) and Municipal School Reserve (MSR).</p> <p><b>Industrial Areas - 15%</b> - Town owned parking lots and storage compounds.</p> <p><b>Undeveloped - 15%</b> - Lands that may come under Town ownership.</p> <p><b>Non-manicured areas</b> - Control noxious and prohibited noxious weeds - Roadsides, boulevards, medians, and some steep slopes that don't receive regular mowing.</p> <p><b>Natural Areas - Control noxious and prohibited noxious weeds</b> - Riverbanks, gullies, escarpments, islands, and wetlands that don't receive regular mowing.</p>
<b>Sub - Programs</b>				
<b>B.2 Waste Management</b>				
<b>B.2.1 Solid Waste Collection</b>	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	<b>B.2.1.a Garbage Collection &amp; Disposal</b>	Curbside collection, processing and disposal of landfill material for Okotoks residents and Town facilities.	<p>Residents are provided a minimum of one Town owned waste cart, available in three sizes (240L, 120L and 180L). An official Town excess garbage bag is available for any occasional excess.</p> <p>Garbage Carts are picked up weekly.</p> <p>Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.</p>

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		<b>B.2.1.b Organic Collection</b>	Collection, processing and disposal of organic waste for residents and Town facilities.	Residents are provided a minimum of one Town owned organic cart, available in three sizes (240L, 120L and 360L).  Collection of organic carts: • April to October - weekly • November to March - every two weeks  Compliance with Okotoks Waste Management Bylaw, Okotoks Utility Policy, Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative requirements.
		<b>B.2.1.c Recycling Collection</b>	Collection, processing and disposal of recyclable material for residents, and Town facilities.	Residents are provided a minimum of one Town owned recycling cart, available in two sizes (240L and 360L).  Carts are picked up weekly from residences and Town facilities. Multi-family buildings pick-up available at some locations (service level in development).  Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
		<b>B.2.1.d Recycling Depot</b>	A centralized site where residents can bring recycling, hazardous waste and electronics for proper disposal.	The Eco Centre is a staffed depot. Hours of Operation as outlined below.  Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
		<b>B.2.1.e General Waste Collection</b>	Collection of waste from manicured parks and open spaces (including civic buildings and boulevards), and sport fields.	Manicured parks and open spaces - Litter picking and single stream waste bins collected up to 18 times per year.  Sports Fields: single stream waste bin collected up to 27 times per year.  Beverage recycling bins provided in select locations.
<b>B.2.2 Solid Waste Programming</b>	Targeted annual or seasonal community events designed to encourage appropriate disposal of solid waste.	<b>B.2.2.a Compost Giveaway</b>	Compost distributed to residents for household use.	Organized two months a year; spring and fall for residents to pick up for household use.
		<b>B.2.2.b Christmas Tree Drop Off</b>	Real Christmas tree drop-off for disposal.	Provide drop-off locations for real Christmas trees and chip at drop-off sites annually for use at the landfill as amendment in their composting process.

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		<b>B.2.2.c Reduction of Solid Waste Generation</b>	Provide an environment to improve waste diversion efforts.	Audit of waste carts regularly scheduled. Compliance with Okotoks Waste Management Bylaw and provincial and federal regulatory/legislative requirements.
<b>B.2.3 Regional Solid Waste Collection</b>	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	<b>B.2.3.a Regional Garbage Collection &amp; Disposal</b>	Curbside collection, processing and disposal of landfill material for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
		<b>B.2.3.b Organic Collection</b>	Collection, processing and disposal of organic waste for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
		<b>B.2.3.c Recycling Collection</b>	Collection, processing and disposal of recyclable material for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
<b>Sub - Programs</b>				
<b>B.3 Water Services</b>				
<b>B.3.1 Meter Operations</b>	Operation and maintenance of Town utility water meters.	<b>N/A</b>	N/A	Standard meter readings are done automatically through a 'remote reading device' and reflect real-time water consumption. Residents can access their consumption information through the online customer water portal. Upon request, manual meter reading service is provided.  New customer meters are installed upon request.  Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy and provincial and federal regulatory/legislative requirements.
<b>B.3.2 Utility Locates</b>	Location and marking of underground Water, Sanitary and Storm Utilities.	<b>N/A</b>	N/A	Provide marking of location of underground Town-owned utility infrastructure as requested through the Alberta One Call system and requirements.  Emergency locate requests are given priority.

## Appendix A - Services and Service Level Inventory **June 6, 2024**

Services	Description	Sub-Services	Description	Level of Service
<b>B.3.3 Water Supply, Treatment and Distribution Management</b>	Supply, operation and maintenance of the treatment and distribution of drinking water within the Town of Okotoks.	<b>B.3.3.a Potable Water</b>	Provide safe and reliable access to potable water to all residents and business connected to the water distribution system.	<p>Potable water is provided 24/7/365 for essential use to all residents and businesses who are connected to a Town water service.</p> <p>Potable water is provided for non-essential use in accordance with water conservation stages as outlined in the Okotoks Water Bylaw.</p> <p>Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.</p>
		<b>B.3.3.b Non-potable Bulk Water</b>	Supply, operation and maintenance of non-potable bulk water station to commercial and industrial customers for non-potable irrigation & construction needs.	<p>Non-Potable bulk water is provided to account holders. New account holders must be Industrial or Commercial users within Town limits.</p> <p>Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, Okotoks and provincial and federal regulatory/legislative requirements.</p>
<b>B.3.4 Stormwater Drainage Service</b>	Operation and maintenance of the storm water collection systems, management facilities and outfalls that support the flow of rainfall and snowmelt through the Town of Okotoks.	<b>N/A</b>	N/A	Compliance with Okotoks Storm Drainage Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
<b>B.3.5 Wastewater Management</b>	Operation and maintenance of the wastewater from all properties within the Town of Okotoks that are connected to the municipal wastewater system.	<b>N/A</b>	N/A	<p>Provide 24/7/365 service to customers connected to the wastewater collection system.</p> <p>Compliance with Okotoks Sanitary Sewer Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.</p>
<b>Programs</b>				
<b>E. Business and Financial Management</b>				
<b>Sub - Programs</b>				
<b>E.1 Asset Management</b>				
<b>E.1.1 Recreation Asset Management and Maintenance</b>	Maintenance of the Town's recreation assets including indoor and outdoor facilities and amenities.	<b>E.1.1.a Recreation Facility and Amenities Maintenance</b>	Maintenance and asset renewal of recreation facilities and amenities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	<p>Legislated, corrective, preventative, and emergent maintenance repairs and replacement based on best practices, operational needs and approved lifecycle programs.</p> <p>Compliance with provincial and federal legislative/regulatory standards.</p>

## Appendix A - Services and Service Level Inventory **June 6, 2024**

Services	Description	Sub-Services	Description	Level of Service
<b>E.1.2 Parks Asset Management and Maintenance</b>	Maintenance of the Town's Park assets including healthy turf.	<b>E.1.2.a Maintenance of Cemetery Grounds, Sport Fields, Parks and Manicured Areas</b>	Grass cutting, fertilizing, aerating, sweeping, of sports fields, parks and manicured Areas.	<p>Firebreak strip provided adjacent private property line where topography permits. Mowing strip along primary pathways.</p> <p>Cemetery grounds, manicured parks and open spaces (including civic buildings and boulevards adjacent public parcels) - includes regular mowing/trimming up to 18 times per year.</p> <p>Sports Fields: Regular mowing/trimming up to 27 times per year. Cutting levels at 2 1/2" length. Spring sweeping and fertilizing. Aerating, sod replacement, over seeding, verti-cutting, topdressing as needed. Standard and Premier fields are irrigated.</p>
		<b>E.1.2.b Park Facility and Amenities Maintenance</b>	Maintenance and upgrade asset renewal of park facilities and amenities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	<p>Legislated, corrective, preventative, and emergent maintenance repairs and replacement based on best practices, operational needs and approved lifecycle programs.</p> <p>Compliance with provincial and federal legislative/regulatory standards.</p>
<b>Sub - Programs</b>				
<b>E.2 Business Development</b>				
<b>E.2.1 Fund Development</b>	Raising funds to support the delivery of services to the community.	<b>E.2.1.a Advertising Opportunities</b>	Provide businesses with advertising opportunities through agreements for physical spaces.	<p>Terms and conditions are as identified in the Town of Okotoks Sponsorship Policy.</p> <p>Inventory varies based on availability and market demand and promotes the purchaser's brand, product or service.</p>
		<b>E.2.1.b Sponsorship Opportunities</b>	Provide businesses with sponsorship opportunities through agreements for naming rights, physical spaces, programs, services and events.	<p>Partnerships will be ongoing continuation of funds or in-kind.</p> <p>Inventory varies based on availability and market demand and provides opportunities for activation with specific use of branding/advertising.</p> <p>Opportunities will leverage the commercial benefit of a program, service, performance, event or facility.</p> <p>Sponsorship opportunities are available for various events.</p> <p>Terms and conditions are as identified in the Town of Okotoks Sponsorship Policy.</p>



# Appendix A - Services and Service Level Inventory **June 6, 2024**

Services	Description	Sub-Services	Description	Level of Service
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## Town Facility Operating Hours

### Okotoks Eco Centre

Tuesday to Saturday 9:00am - 5:00pm

### Okotoks Recreation Centre

Monday to Friday 5:30 a.m. – 10:00 p.m.  
 Saturday 5:30 a.m. – 10:00 p.m.  
 Sunday 8:00 a.m. – 6:00 p.m.

### Okotoks Family Resource Centre

Monday - Friday:  
 9:00 am - 12:00 p.m., 1p.m. - 4:00p.m. closed holidays