	Program and Service Review							
	Policy Type:	Governance Process						
	Number:	GP-E-2.1						
	To be Reviewed:	Once per term						
	Approval Date:	May 27, 2024						
	Motion Number:	<table border="1" style="width: 100%;"> <tr> <td>24.C.175</td> <td>24.C.248</td> </tr> <tr> <td>24.C.193</td> <td>24.C.269</td> </tr> <tr> <td>24.C.218</td> <td></td> </tr> </table>	24.C.175	24.C.248	24.C.193	24.C.269	24.C.218	
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24.C.218								
Revised Date(s):	June 10, 2024 (Appendix A) June 24, 2024 (Appendix A) July 15, 2024 (Appendix A) August 19, 2024 (Appendix A)							

Policy Statement


Under the *Municipal Government Act* one of the purposes of a municipality is “to provide services, facilities, or other things that, in the opinion of council, are necessary or desirable for all or a part of the municipality”. Service reviews are a regular and important part of Council’s role.

This policy sets out the framework for the ongoing review of Town of Okotoks (Town) programs, services, and associated service levels to respond to community needs and optimize program and service efficiencies.

Services and service levels are documented in Appendix A - Services and Service Level Inventory, which forms of this policy.

1. Definitions

- 1.1. Continuous improvement - the process of systematically analyzing and reducing redundancies, raising productivity, and adjusting practices to complement the changing organizational environment (needs of citizens and partners).
- 1.2. Review - an assessment of programs and services to evaluate the adequacy of resources, processes, and systems and the service offered by the Town for our citizens and partners. A review will vary depending on the type of program or service and findings of a review may inform strategic planning, budgeting decisions, policy changes, and/or service delivery changes. Reviews may utilize performance data and where comparable data exists, may include benchmarking. Program and service reviews may include formally establishing service levels or existing services to ensure that Appendix A continues to evolve.
- 1.3. Program - refers to a collection of services that contribute to achievement of shared outcomes. Programs are external or citizen/community facing.
- 1.4. Sub-Program - further specializes the target group to provide more clarity around the program and who may need to be engaged on specific topics

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- 1.5. Service - the provision of specific outputs for external delivery that address the needs of clients (citizens/partners, etc.) and/or identified program goals.
- 1.6. Sub-Service - further specializes the target group to provide more clarity around the service and who may need to be engaged on specific topics.
- 1.7. Service level - the expected level of performance of a service to be delivered. It is a statement that tells clients (citizens/partners, etc.) what level (usually in measurable terms) of service they are receiving. It is a service promise to clients.
- 1.8. Service standard - the defined quality of service that a service user may expect.
- 1.9. Services and Service Levels Inventory - the Council approved document that contains an inventory of services delivered by the Town and documents the associated service levels as contained in Appendix A.


2. Responsibilities

Council shall:

- 2.1. Approve services and service levels.
- 2.2. Review annually Appendix A and identify priorities for review of external programs, services, and/or service levels by resolution at a time appropriate for inclusion into the business planning and budget processes.
- 2.3. Provide sufficient resources to support all Council approved reviews and service level changes.

The Chief Administrative Officer shall:

- 2.4. Foster a culture of continuous improvement within the Town and initiate the review of external programs/services to continually improve service delivery.

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- 2.5. Assist Council in determining reviews of Appendix A and maintain a schedule in alignment with the approved budgeting cycle. This schedule will be used to inform the annual presentation of any proposed external program and/or service reviews to Council during the regular budget priority setting meeting/check-in.
- 2.6. Ensure that when deemed appropriate citizens, partners, and Administration have opportunities to provide input during the review process.
- 2.7. Identify resources required to implement recommendations based on review findings if within Administration's existing capacity or resources. When required, prepare a budget request for Council's consideration during the Town's regular budget process meeting if a Council approved review exceeds Administration's existing capacity or resources.
- 2.8. Present an updated Appendix A to Council for consideration and approval annually and is amended to include service and service level changes enacted by Council as required.
- 2.9. Provide updates on the progress and/or outcomes of reviews to Council.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
Programs				
A. Community Life				
Sub - Programs				
A.1 Community Amenities				
A.1.1 Cemetery Management	Cemetery internment sales and service.	A.1.1.a Cemetery Sales and Service	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.
A.1.2 Cultural Amenities	Provision of facilities or amenities for participation or engagement in cultural activities by members of the general public	A.1.2.a Okotoks Art Gallery	Access to Art Gallery exhibits, bookable classroom/studio space, multi-craft equipment and supplies. Location of Okotoks Visitor Information Centre.	Free public admission for drop in viewing of art exhibits. Two gallery spaces for exhibitions. Hours of operation as outlined below. Closed annually the last week of December and the first week of January. Open during Downtown Community Events. Bookable classroom/studio space is available to guilds, schools, not-for-profit, and commercial use. List of appropriate facility bookings types are available on the Town Website. Compliance with Okotoks Fees, Rates and Charges Bylaw. Gallery Memberships offered to community members to display and sell art.
		A.1.2.b Okotoks Museum and Archives	Access to historical information relevant to the Town of Okotoks and region.	The Museum has a collection of historical archives and artifacts used for display and research. Virtual exhibits are also available. Free public admission for drop in viewing. Hours of operation as outlined below. Closed annually the last week of December and the first week of January. Children's playhouse accessible during open hours, on the third floor.
		A.1.2.c Old Church Theatre	Entertainment, rehearsal and meeting venue offering a variety of live stage performances by amateur and professional performing artists.	Facility is staffed and opens only during events and rentals. Eligible facility booking types are listed on the Town Website. Liquor license available for paid ticketed events. Technical services including sound, light and video systems. A piano is also available. Contract technicians are supplied for events and rentals. Self-service for rental groups may be available upon inquiry. Ticketing services are provided for Town and some partner shows.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.1.2.d Public Art Collection	The acquisition and display of artworks through purchases, commissions, donations, or loans. The Public Art Collection includes paintings, murals, sculpture, audio visual, and mixed media.	The public art collection is governed by Okotoks Public Art Policy. Public art is considered in the design objectives of all new municipal capital and building projects.
		A.1.2.e Heritage Building, Sites and Tours	Access to various building or sites of historic relevance to the Town and various tours. Some of these include: <ul style="list-style-type: none"> • Sheep River • Salute to our Veterans Memorial • Downtown Historic Walking Tours 	Access and interpretive features are provisioned through internal supports or through partnership agreements.
A.1.3 Specialty Amenities	Provision of dedicated facilities or amenities for participation or engagement of specific groups.	A.1.3.a Okotoks Youth Centre (OYC)	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.
		A.1.3.b Environmental Education Centre	Access to environmental education opportunities on water, biodiversity, waste and energy.	Open as per Hours below. Virtual Tour also available through the Town Website. Classroom available where environmental focused events and multi-age lectures are provided. Tours and classroom programs are available to school and community groups.
		A.1.3.c Electric Vehicle (EV) Charger Access	Access to EV Chargers for electric vehicle owners.	Level 2 EV Chargers available as a pay per use service at various Municipal facilities. Compliance with Okotoks Fees, Rates and Charges, Bylaw
A.1.4 Parks, Open Spaces and Recreation Sites	Provision of recreation and park sites for community users in a safe and comfortable environment.	A.1.4.a Parks, Open Spaces and Pathway System	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.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.1.4.b Recreation Sites	A dedicated recreation site that may include a collection of recreation amenities that provides opportunities for scheduled and spontaneous use.	<p>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.</p> <p>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.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
		A.1.4.c Primary Function Site Amenities	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.
A.1.5 Recreation and Sport Amenities	Ensure the provision of scheduled and spontaneous use of recreation amenities for community users in a safe and comfortable environment.	A.1.5.a Indoor Aquatics Amenities	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>
		A.1.5.b Indoor Aquatics Amenities - Hot Tub	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>
		A.1.5.c Indoor Aquatics Amenities - Sauna	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>
		A.1.5.d Outdoor Spray Parks	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>

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.1.5.e Indoor Fitness Amenities	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 as outlined below 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>
		A.1.5.f Indoor Walking Tracks	Provision of indoor walking tracks.	Indoor Walking Track for spontaneous use based on the hours of operations for Okotoks Recreation Centre as outlined below.
		A.1.5.g Park Amenities	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>
		A.1.5.h Playgrounds	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>
		A.1.5.i Ice Surfaces	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>

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.1.5.j Sport Fields and Dry Pads	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>
		A.1.5.k Indoor and Outdoor Sports Courts	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>
		A.1.5.l Other Sport Amenities	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 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>

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.1.5.m Multi-purpose Spaces	Multi-purpose spaces used for a variety of programming and booked use. Includes various sites such as Foothills Centennial Centre, and Okotoks Recreation Centre.	Multipurpose space offered for booked use. On site staffing and amenities varies based on scheduled booking. Compliance with Okotoks Fees, Rates and Charges Bylaw.
		A.1.5.n Off Leash Areas	Designated park or open space, or portion thereof, for dog off leash activities.	Dogs are permitted off leash at designed off leash areas only. Designated Off Leash Areas: 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. 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.
A.1.6 Management of Facility and Amenity Partnerships	Provision of management services related to facility and/or amenity partnerships.	A.1.6.a Facilities and Amenities Partnerships	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.
		A.1.6.b Joint Use and Planning Agreement	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.
Sub - Programs				
A.2 User Experience				
A.2.1 Client Services	Provision of assistance, advice, resources and transactional support to users of municipal services.	A.2.1.a Visitor Information	Provision of comprehensive information on tourist attractions in and around the Town of Okotoks.	Act as a visitor information provider. Services are provided following Alberta Visitor Services Provider guidelines as applicable.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
A.3 Recreation Development				
A.3.1 Recreation Programming	The provision of recreation programming for registered and drop-in participants at parks, open spaces and recreation facilities.	A.3.1.a Aquatics Programming	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.
		A.3.1.b Fitness Programming	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.
		A.3.1.c Recreation Programming	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.
		A.3.1.d Regional Aquatic Programming	The direct provision of aquatics registered and drop-in programs for Dr. Lander Memorial Pool in Diamond Valley.	As per the contract.
Sub - Programs				
A.4 Cultural Development				
A.4.1 Cultural Programming	The provision of cultural programming for participants.	A.4.1.a Community Cultural Programming	Access to cultural experiences, artistic development and performance opportunities. A range of diverse and relevant arts is provided to the community.	Activities hosted throughout the Town annually to support, connect and cultivate artists and creative industries. Programming selection is based on demand and community needs. Programs are available for all age groups at the levels of ability. Classes are provided by internal and external experts. Classes are eligible for fee assistance through Okotoks Recreation Fee Assistance Policy. Compliance with Okotoks Fees, Rates and Charges Bylaw.
		A.4.1.b Art Collection Displays	Display Town of Okotoks Public Art Collection.	Artworks are displayed at Town owned properties in accessible and visible public spaces as well as offices on a rotating basis.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
A.4.2 Municipal Heritage Designation Program	Support for the preservation and maintenance of privately-owned, municipally-designated Heritage resources. Eligible rehabilitation work must conform to the Standards and Guidelines for the Conservation of Historic Places in Canada.	N/A	N/A	Assist with program inquiries and facilitate contact with the Province of Alberta toward designation. Municipally designated properties are eligible for provincial funding to assist in the maintenance of the property. Municipally Designated Properties are protected by Municipal Bylaw.
Sub - Programs				
A.5 Community Organizations and Groups Support				
A.5.1 Community Organization Supports	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.	A.5.1.a Leadership Development	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.
A.5.2 Housing Investment and Development Facilitation	Liaise between external housing providers and the municipality to help expedite and simplify development within the Town of Okotoks to meet community needs.	A.5.2.a Housing Application Supports	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.
		A.5.2.b Housing Networking and Partnerships	Foster a housing ecosystem in the Town of Okotoks that helps create opportunities for additional housing including creation of partnerships; and identifying and working to remove housing barriers.	Create or host opportunities for networking and partnerships. Facilitate ad hoc meetings with housing providers to understand community needs. Celebrate housing success stories throughout the year.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
A.6 Social Development				
A.6.1 Individual and Family Support Services	Assist individuals and families with resources, support and individualized services.	A.6.1.a Licensed Child Care	The direct provision of licensed child care for school aged children - kindergarten to grade six.	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. Schools serviced are those that are within walking distance of the Okotoks Recreation Centre and include Percy Pegler, Dr. Morris Gibson and Good Shepherd.
		A.6.1.b Community Resource Support	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.
A.6.2 Community Capacity Building	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.	A.6.2.a Enhance Community Well-Being	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.
		A.6.2.b Education and Training	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.
		A.6.2.c Volunteer Services	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.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
A.7 Grants, Loans, Incentives and Support				
A.7.1 Civic Grants and Loans	Provision of loans, 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.	A.7.1.a Below Market Incentive Grant	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 Okotoks Below Market Housing Incentive Grant Policy.
		A.7.1.b Secondary Suite and Accessory Dwelling Unit Grant	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.
		A.7.1.c Arts Activation Grant	Provide funds for the creation of new artistic events in Okotoks.	Compliance with Okotoks Arts Activation Grant Policy.
		A.7.1.d Water Conservation Rebate	An incentive / rebate program for residential and commercial water efficiency upgrades.	Accepts applications between March and December each year on a first-come, first-served basis or until the fund is fully depleted.
		A.7.1.e LEED® Building Incentive	An incentive / rebate program for the construction of environmentally sustainable commercial and institutional buildings.	Incentive program that provides a percentage return to project's building permit fee when specific levels of LEED® Certification (Leadership in Energy and Environmental Design) are achieved.
		A.7.1.f Clean Energy Improvement Program (CEIP)	Provision of loans and grant support to approved eligible residential property owners for implementation of energy efficiency projects.	Project approval timelines with CEIP program administrator from Alberta Municipalities (ABmunis). Complete development of agreements for property owners within three days of approval from ABmunis. Provide annual reporting to Federal Canadian Municipalities (FCM). Compliance with Okotoks Clean Energy Improvement Tax Bylaw.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.7.1.g Targeted Industrial Tax Incentive	A property tax incentive program to incentivize the development of new industrial buildings in Okotoks.	Compliance with Okotoks Targeted Industrial Tax Incentive Policy.
A.7.2 Individual and Family Support Services	Financial support or subsidy programs for eligible applicants.	A.7.2.a Recreation Fee Assistance	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.
		A.7.2.b Subsidized Transportation	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. Subsidized Taxi Program: A subsidy is provided to a contracted taxi company for each trip taken and provides users with a reduced taxi fare. Volunteer Driver Program: 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.
		A.7.2.c Emergency Funds	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.
Sub - Programs				
A.8 Funding Partnerships				
A.8.1 Management of Partnerships for Delivery of Social Services	Provision of funding to deliver preventive social services in the community.	A.8.1.a Program Funding	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.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
		A.8.1.b Committee Administrative Liaison	Provide administrative support to Family and Community Support Services Committee And United Way/Okotoks Partnership Committees.	Compliance with Okotoks Governance Committees of Council Bylaw.
A.8.2 Institutional Partnerships	Provision of funding or in-kind support to provincially regulated organizations to provide services to the community.	A.8.2.a Town of Okotoks Public Library	Ensuring adherence and implementation of lease. Municipal support is provided as required by Marigold Library System that provides progressive library services to Okotoks.	The appointed Member of Council and the dedicated Library Liaison attend monthly meetings and provide community updates as required. Provide year round support for library programs and initiatives.
Sub - Programs				
A.9 Truth and Reconciliation				
A.9.1 Calls to Action Implementation	Management and oversight of Calls to Action efforts	N/A	N/A	To Be Determined.
Sub - Programs				
A.10 Public Education				
A.10.2 Indigenous Awareness	Review and identify resources, awareness information, and learning opportunities to share with the community.	A.10.2.a Indigenous Ceremonies and Annual Days of Recognition	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.

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Services	Description	Sub-Services	Description	Level of Service
		A.10.2.b Indigenous Culture and Educational Opportunities	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.
		A.10.2.c Painted Lodge (Tipi)	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.
Sub - Programs				
A.11 Public Safety				
A.11.1 Fire and Rescue Response	Response to all types of emergency events including fire, rescue, medical first response, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	A.11.1.a Public Hydrant Inspection & Maintenance	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.
A.11.2 Building Permit Application Review and Compliance	Review and processing of applications for approval and compliance with Safety Codes Act	A.11.2.a Building Permits Issuance	Issuance of Building, Electrical, Plumbing, HVAC and Gas permits in accordance with the Alberta Safety Codes Act. This includes the review of drawings and documents before every building permit application is made to ensure compliance.	Time required to fulfill the request will be based on the scope and detail of the work required. Compliance with the Town of Okotoks Safety Codes Council Quality Management Plan and Safety Codes Municipal accreditation. Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative requirements.

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Services	Description	Sub-Services	Description	Level of Service
		A.11.2.b Building Inspections	Inspection of buildings to ensure compliance with the Alberta Safety Codes Act. Re-inspections may be required based on outcomes.	Requests for inspections are scheduled upon receiving request. Time required to fulfill the request will be based on the scope and detail of the work required. Compliance with the Town of Okotoks Safety Codes Council Quality Management Plan and Safety Codes Municipal accreditation. Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative requirements.
		A.11.2.c Technical Advice	Provision of technical advice related to the Alberta Safety Codes Act in the following disciplines: Building, Electrical, Plumbing, HVAC and Gas.	Time required to fulfill the request will be based on the scope and detail of the work required. Compliance with Town of Okotoks Safety Codes Council Quality Management Plan - Building Permits, Safety Codes Municipal accreditation, Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative requirements.
A.11.3 Policing	Response by RCMP and Municipal Enforcement as an integrated policing service with a model that focuses on public safety, community relationships and community wellness.	A.11.3.a Policing Support	Services provided to the public such as responding to general inquiries, filing reports, Criminal record and Vulnerable Sector checks, collision reporting, fine payments, parking ticket processing/inquiries.	Inquiries and requests received in-person, phone, or by email. Municipal complaint line is a contracted call in service provided 24/7/365. Criminal Record and Vulnerable Sector checks for local residents (Okotoks and De Winton). Compliance with Okotoks Fees, Rates and Charges Bylaw, Municipal Police Services Agreement between the Town Okotoks and Public Safety Canada and provincial and federal regulatory/legislative standards.
		A.11.3.b Bylaw Compliance	Responding to public complaints and enforcing Municipal Bylaws including but not limited to community standards and animal safety. Also provide call response and enforcement of select Provincial Statutes including but not limited to Traffic Safety Act, Trespass to Premises Act, Dangerous Dog, etc.	Hours of Service Mon - Thursday: 7 a.m. to 10 a.m. Friday - Saturday: 9 a.m. to Midnight Sunday: 9 a.m. to 9 p.m. Calls for service are prioritized as available resources allow. Compliance with Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative standards.
		A.11.3.c Community Peace Officer - Traffic Safety Services	Community Peace Officers provide traffic enforcement including but not limited to speeding, distracted driving, and seatbelt offenses and sections of the Alberta Gaming, Liquor and Cannabis Act.	Hours of Service Mon - Thursday: 7 a.m. to 10 a.m. Friday - Saturday: 9 a.m. to Midnight Sunday: 9 a.m. to 9 p.m. Calls for service are prioritized as available resources allow. Compliance with provincial and federal regulatory/legislative standards.

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Services	Description	Sub-Services	Description	Level of Service
		A.11.3.d Youth Centre Supports	Support a safe and active recreation centre.	One dedicated officer during Okotoks Recreation Centre weekend hours as outlined below. Compliance with Okotoks Open Spaces and Rec Facilities bylaw.
		A.11.3.e Community Relations - Municipal Enforcement	Foster a culture of safety and collaboration through active participation with the community.	Participation at community events such as the Okotoks Soap Box Derby, positive ticketing and charity check stop. Ad hoc issues management with the Foothills school division on school safety initiatives.
		A.11.3.f RCMP Police Services	As per the Municipal Police Service Agreement (MPSA), the RCMP provides services necessary to preserve the peace, protect life and property, prevent crime and offences against the laws of Canada and Alberta. The RCMP determines appropriate policing responses in accordance with the MPSA. Various RCMP units are included in this service such as community policing and victim services, crime reduction, general duty policing, traffic enforcement, and general investigation.	Availability 24/7/365.

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Services	Description	Sub-Services	Description	Level of Service
A.11.4 Law Enforcement Training	Services to support people starting a career in law enforcement.	A.11.4.a Physical Ability Requirement Evaluation (PARE) Testing	Provide PARE testing to meet the physical demands of law enforcement promoting a culture of fitness and wellness within law enforcement agencies.	Testing provided monthly. Compliance with Okotoks Fees, Rates and Charges Bylaw and provincial standards.
		A.11.4.b Municipal Enforcement Practicum Students	Municipal Enforcement provides students the opportunity to apply learnings from the Criminal Justice Degree program to municipal bylaws and build experience towards a career in law enforcement.	During the four month practicum, students work alongside peace officers to educate and enforce bylaws, preserve and maintain the public peace and support community safety activities.
A.11.5 Traffic Management	Review traffic concerns. Perform inspections, setup and evaluate traffic count data, determine eligibility and produce options. Includes management of traffic signals and systems, traffic signs and markings to support safe and efficient integrated transportation.	N/A	N/A	Concerns received through Engineering, Okotoks Municipal Enforcement and Transportation are reviewed and addressed on a priority basis. Emergency issues are the top priority for public safety. Compliance with Okotoks Fees, Rates and Charges Bylaw.

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
A.12 Community Events				
A.12.1 Town Delivered Events	The coordination and delivery of events to the community.	A.12.1.a Town Delivered Events - Street Activation & Community Building	<p>Designed and hosted to provide maximum access for local businesses, service providers, residents, and visitors depending on the event.</p> <p>Events include: Okotoks Parade, Children's Festival, Spring into Summerfest, Canada Day, Taste of Okotoks, Summer Roundup, Alberta Culture Days, Light Up Okotoks.</p>	<p>Participation is supported by the Town of Okotoks for low cost - no cost.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
A.12.2 Community Event Support	Advise and support provided to community groups hosting public events	A.12.2.a Events Liaison	<p>Support to third party organizers with event administration/application. Advise event organizers regarding available civic supports and requirements. Annual Events such as Show and Shine, Pride, the Rolling Barage, etc.</p>	<p>Formal approval is granted to the event organizer through the Special Permit application process.</p> <p>Support and service is dependent on location and availability of Town support, taking into consideration other competing priorities. Provide event organizers with the opportunity to list events on various Town communication mediums.</p>
		A.12.2.b Event Supports	<p>Provision of logistical supports and resources to community organized events. Provide support as required for event locations and layouts, road closures, emergency management plan development, ticketing, access to town resources, etc.</p>	<p>Support and service is dependent on location and availability of Town support taking into consideration other competing priorities.</p>

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Services	Description	Sub-Services	Description	Level of Service
Programs				
B. Sustainable Okotoks				
Sub - Programs				
B.1 Environmental Protection				
B.1.1 Tree Planting and Maintenance	Maintenance of tree canopy, including tree planting, maintenance and inspections.	B.1.1.a Tree Planting	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.1.1.b Tree Care and Maintenance (Urban Forest)	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.1.1.c Tree Care and Maintenance (Natural Areas)	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.
B.1.2 Vegetation and Pest Control	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 & Regulation.</p> <p>Thresholds for Broadleaf Weed Control: Parks, Pathways and Roadways - 15% - Mowed park areas, parkways, pathway connectors, boulevards and medians, except within 15m of playgrounds.</p> <p>Sports Fields - 5% - Includes irrigated and non-irrigated ball diamonds and rectangular fields.</p> <p>Commercial Sites - 5% - Town owned and operated building sites not associated with designated parks.</p> <p>School Grounds - 15% - The Town may contribute to integrated pest management measures on School Reserve (SR) and Municipal School Reserve (MSR).</p> <p>Industrial Areas - 15% - Town owned parking lots and storage compounds.</p> <p>Undeveloped - 15% - Lands that may come under Town ownership.</p> <p>Non-manicured areas - Control noxious and prohibited noxious weeds - Roadsides, boulevards, medians, and some steep slopes that don't receive regular mowing.</p> <p>Natural Areas - Control noxious and prohibited noxious weeds - Riverbanks, gullies, escarpments, islands, and wetlands that don't receive regular mowing.</p>

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
B.2 Environmental Stewardship				
B.2.1 Environmental Awareness	Provision of public education campaigns and programs to support conservation of environment.	B.2.1.a Environmental Activities	Annual activities and events designed to encourage community involvement in environmental protection and conservation.	Deliver or support activities and events encouraging community involvement. Repair Cafes four times a year. Okotoks Clean Up annually Several swap events to support the circular economy.
		B.2.1.b Education and Outreach	Environmental resources, information, and learning opportunities shared with the public. Attend events to provide information and promotion of waste and recycling services and other areas including water, biodiversity, energy.	Deliver or support activities and programs that encourage community involvement. Examples include - Nature Friday and school programs. Presentations and tours of the Eco Centre are provided to schools, residents and interest groups on enhanced waste management practices Special emphasis is given each summer to water conservation and helping the community reduce water consumption to stay within outdoor water use targets set by the Town. Attendance at Town delivered events such as: Bike Valet available at: Okotoks Parade, Spring into Summer, Canada Day, Taste of Okotoks, Summer Round Up
		B.1.1.c Environmental Resources	Environmental resources shared with the public.	Do-It-Yourself Home Energy Audit Kits and radon monitors are loaned out for one week to Okotoks Residents and Businesses. Various publications are produced and provided on a yearly basis to educate and encourage community involvement.
		B.1.1.d Presentations/ Speaking Engagements	Provide presentations to external organizations to share information about Okotoks' successes in environmental initiatives and programs.	As requested.
B.2.2 Environmental Strategy, Planning and Policies	The curation of environmental data and consultation to help inform the development of strategies, plans, and policies related to environmental stewardship.	B.2.2.a Environmental Data	Curation and provision of environmental data for decision-making.	Data is updated annually or as needed and shared annually through a Council report.

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
B.3 Waste Management				
B.3.1 Solid Waste Collection	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	B.3.1.a Garbage Collection & Disposal	Curbside collection, processing and disposal of landfill material for Okotoks residents and Town facilities.	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. Garbage Carts are picked up weekly. Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
		B.3.1.b Organic Collection	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.3.1.c Recycling Collection	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.3.1.d Recycling Depot	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.3.1.e General Waste Collection	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.3.2 Solid Waste Programming	Targeted annual or seasonal community events designed to encourage appropriate disposal of solid waste.	B.3.2.a Compost Giveaway	Compost distributed to residents for household use.	Organized two months a year; spring and fall for residents to pick up for household use.

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Services	Description	Sub-Services	Description	Level of Service
		B.3.2.b Christmas Tree Drop Off	Real Christmas tree drop-off for use at the landfill as amendment in their composting process.	Provide drop-off locations for real Christmas trees and chip at drop-off sites annually.
		B.3.2.c Reduction of Solid Waste Generation	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.3.3 Regional Solid Waste Collection	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	B.3.3.a Regional Garbage Collection & Disposal	Curbside collection, processing and disposal of landfill material for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
		B.3.3.b Organic Collection	Collection, processing and disposal of organic waste for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
		B.3.3.c Recycling Collection	Collection, processing and disposal of recyclable material for Diamond Valley.	As per contract. Compliance with provincial and federal regulatory/legislative requirements.
Sub - Programs				
B.4 Water Services				
B.4.1 Meter Operations	Operation and maintenance of Town utility water meters.	N/A	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.4.2 Utility Locates	Location and marking of underground Water, Sanitary and Storm Utilities.	N/A	N/A	Marking locations of underground Town-owned utility infrastructure as requested through the Alberta One Call system and requirements. Emergency locate requests are given priority.

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Services	Description	Sub-Services	Description	Level of Service
B.4.3 Water Supply, Treatment and Distribution Management	Supply, operation and maintenance of the treatment and distribution of drinking water within the Town of Okotoks.	B.4.3.a Potable Water	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.4.3.b Non-potable Bulk Water	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.4.4 Stormwater Drainage Service	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.	N/A	N/A	Compliance with Okotoks Storm Drainage Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
B.4.5 Wastewater Management	Operation and maintenance of the wastewater from all properties within the Town of Okotoks that are connected to the municipal wastewater system.	N/A	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>
Sub - Programs				
B.5 Land Use Planning and Development				
B.5.1 Current Planning - Application Processing	Processing and coordination of the approval of statutory plans and amendments, development, subdivision and condominiums applications.	B.5.1.a Development Permit Application Review	The review and processing of development applications as per the Alberta Municipal Government Act (MGA).	<p>Respond to applicants within 20 days to verify the completeness of the application or with agreed upon extensions as per the MGA.</p> <p>Applications processing time is 40 days following the formal acceptance of the application or with agreed upon extensions as per the MGA.</p> <p>Compliance with Okotoks Land Use Bylaw, the Alberta Municipal Government Act and all other related provincial and federal regulatory/legislative standards.</p>

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Services	Description	Sub-Services	Description	Level of Service
		B.5.1.b Compliance Certificate Applications	The review and processing of compliance certificate applications.	Compliance with the Okotoks Fees, Rates and Charges, and Land Use Bylaws.
		B.5.1.c Subdivision Applications	The review and processing of subdivision applications as per the Alberta Municipal Government Act (MGA).	Respond to applicants within 20 days to verify the completeness of the application or with agreed upon extensions as per the MGA. A decision on a subdivision is made within 60 days or with agreed upon extensions as per the MGA. Compliance with the Okotoks Fees, Rates and Charges, and Land Use Bylaws and the Alberta Municipal Government Act and all other related provincial and federal regulatory/legislative standards.
		B.5.1.d Condominium Certificates	The review and processing of condominium certificate applications as per the Alberta Municipal Government Act (MGA).	Compliance with the Okotoks Fees, Rates and Charges, and Land Use Bylaws, the MGA and Condominium Property Act and all other related provincial and federal regulatory/legislative standards.
		B.5.1.e Land Use Bylaw Amendments	The review and processing of applications for changes to the Land Use Bylaw.	Compliance with the Okotoks Land Use Bylaw, Okotoks statutory plans and the Alberta Municipal Government Act and all other related provincial and federal regulatory/legislative standards.
		B.5.1.f Statutory Plan Amendments	The review and processing of applications for changes to Statutory Plans including Area Structure Plans and Neighbourhood Area Structure Plans, and the Municipal Development Plan.	Compliance with Okotoks statutory plans, Calgary Region Metropolitan Board (CMRB) Regional Growth Plan and the Alberta Municipal Government Act and all other related provincial and federal regulatory/legislative standards.
		B.5.1.g Telecommunication Towers - reviewing and issuing concurrence and non-concurrence	Provide a letter of concurrence and non-concurrence based on the application process that is required by Okotoks Telecommunication Antenna Structures Siting Protocols.	Compliance with Okotoks Telecommunication Antenna Structures Siting Protocols and the Innovation, Science and Economic Development (ISED) Canada under the Radio Communication Act.
		B.5.1.h Permanent Road Closure	Review and process applications for permanent road closures.	Compliance with Okotoks Disposal of Roadway, PUL Lots and Walkways Policy, and the Municipal Government Act and all related regulations.

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Services	Description	Sub-Services	Description	Level of Service
		B.5.1.i Reserve Land Disposal	Review and process applications for disposal of municipal, school or community reserves, or a combination of.	Compliance with Municipal Government Act and all related regulations.
		B.5.1.j Assignment and changes to addressing	Assignment of addresses for properties in Okotoks.	A property owner can apply to have their address changed. If the Town determines the change can be accommodated without violating sequence or parity, the change is permitted. Compliance with Okotoks Naming of Roadways, Parks, Neighbourhoods and Facilities Policy, Okotoks Assigning or Revising Addresses for Parcels and Structures Policy, Okotoks Addressing Bylaw and the Municipal Government Act and all related regulations.
		B.5.1.k Technical Reviews	Review drawings of related infrastructure required to service lands in subdivisions.	Review and provide comments back to the applicant within six to eight weeks subject to complexity and volume of requests.
		B.5.1.l Development and Site Servicing Plans	Processing and coordination of Development Site Servicing Plans and supporting technical information.	Review and provide comments back to the applicant within four to six weeks subject to complexity and volume of requests.
		B.5.1.m On-Street Construction Applications	Review and provide approval of on-street construction and associated traffic accommodation plans.	Review and provide comments back to the applicant within one to two weeks subject to complexity and volume of requests.
		B.5.1.n Water Allocation System	Manage the water allocation system including issuing of the Water Verification and Assignment Process Certificates.	Compliance with the Okotoks Water Allocation Policy and Administrative Guidelines and the Okotoks Fees, Rates and Charges Bylaw.
		B.5.1.o Shallow Utility Line Assignment	Review and approve applications for installation of shallow utilities	Review and provide comments back to the applicant within four weeks subject to complexity and volume of requests.

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Services	Description	Sub-Services	Description	Level of Service
B.5.2 Development Permit Inspections	Review and inspect developer infrastructure as per approved Development Agreements and Engineering Standards.	N/A	N/A	An inspection will be scheduled upon request subject to the terms per the Development Agreement.
B.5.3 Lot Grading Certificates	Review and approval of lot grading certificates.	N/A	N/A	Compliance with Grading and Landscaping Bylaw.
B.5.4 Long Range Land Use Planning	Management of long range land use plans such as the Municipal Development Plan (MDP), statutory and regulatory planning.	B.5.5.a Development, Management and Implementation of Long Range Statutory Plans	Planning for future municipal growth. This work includes long range planning, statutory and regulatory planning, creation and management of guidelines and procedures, infill planning, etc.	Plans, policies and strategies are reviewed as set out in each plan, policy or strategy or as required. Compliance with provincial and federal regulatory/legislative standards.
B.5.5 Business Licensing	Processing of business license applications and provision of industry specific requirements and regulations for businesses looking to operate in Okotoks.	B.5.5.a Business License Issuance	Assist business owners in obtaining the required municipal approvals for a business license to legally operate. This includes informing and assisting businesses in applying for required permits and licenses, directing them to other resources/services when applicable, processing applications/renewals, and issuing business licenses.	Compliance with Okotoks Business Licensing Bylaw.
		B.5.5.b Business Licensing Bylaw Stewardship	Research and monitor new industry trends and business innovations. Recommend bylaw/policy updates to address new issues arising from new trends/innovations. Inform relevant stakeholders of new bylaw/policy updates.	Bylaw reviewed as required.

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Services	Description	Sub-Services	Description	Level of Service
B.5.6 Compliance and Complaint Investigations	Respond to, investigate, and follow up with complaints regarding activity that does not comply with the Business License and Land Use Bylaws.	B.5.6.a Business Licensing Compliance	Respond to, investigate, and follow up with complaints regarding business activity that does not comply with the Business License Bylaw.	Determine response and escalate as required. Compliance with Okotoks Business Licensing Bylaw.
		B.5.6.b Land Use Bylaw Compliance	Respond to, investigate, and follow up with complaints regarding activity that does not comply with the Land Use Bylaw.	Determine response and escalate as required. Compliance with Okotoks Land Use Bylaw.
B.5.7 Intermunicipal and Regional Relations	Consultation, coordination, and collaboration with regional stakeholders.	B.5.7.a Intermunicipal and Regional Planning	Regular coordination, collaboration, and consultation with Calgary Metropolitan Region Board (CMRB) related to regional economic development and planning initiatives.	Attend CMRB Meetings including working groups. Participation as required within provided timelines. Review and respond to regional Intermunicipal circulations within the required timelines. Provide updates and information to Council as required. Complete required studies and planning documents in alignment with CMRB Growth Plan deadlines such as joint area planning. Compliance with the CMRB Growth Plan.
Sub - Programs				
B.6 Infrastructure Planning				
B.6.1 Off-Site Levy Program	Administration of off-site levy policy on all development and planning applications including calculation of levies.	B.6.1.a Off-site Levy Program Administration	Administration of off-site levy bylaw on all development and planning applications including calculation of levies, and providing an annual report.	Compliance with Okotoks Off-Site Levy Bylaw.
		B.6.1.b Off-site Levy Bylaw Update	Updates to the Offsite Levy Bylaw such as calculation of new levies and any changes to off-site levy requirements.	Update frequency as required by the Okotoks Off-Site Levy Bylaw.

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Services	Description	Sub-Services	Description	Level of Service
Programs				
C. Economic Development				
Sub - Programs				
C.1 Economic Development				
C.1.1 Economic and Market Data	Curation and provision of local economic and market data for business decision-making.	N/A	N/A	Data is shared regularly on the Town website, through the business newsletter, in public presentations, and directly with businesses.
Sub - Programs				
C.2 Business Retention and Expansion				
C.2.1 Business Support Programs	Offer programs that support business growth, provide business revitalization within key business districts such as the downtown and recognize Okotoks business achievements. This includes encouraging and driving local business tourism efforts through the creation of shop local campaigns and providing a reliable source of information to visitors and residents.	N/A	N/A	Shop local marketing campaigns conducted annually. Okotoks Visitor Guide and Destination Okotoks website updated as required. Advertise throughout the year through various mediums, (newspaper, external tourism websites and publications)
C.2.2 One on One Business Support	Provide direct contact to help businesses navigate challenges that come with starting a new business, relocating or expanding their business in Okotoks.	N/A	N/A	Response times may vary due to the complexity of the request or the volume of requests.
C.2.3 Business Education and Information Sharing	Offer timely and valuable information and learning opportunities that strengthen and support the growth of local businesses such as referrals and connections.	N/A	N/A	Offer a monthly newsletter to the business community.

Appendix A - Services and Service Level Inventory August 14, 2024

Services	Description	Sub-Services	Description	Level of Service
C.2.4 Business Supports	Offer timely and valuable information and learning opportunities that strengthen and support the growth of local businesses such as referrals and connections.	N/A	N/A	Offer a monthly newsletter to the business community.
Sub - Programs				
C.3 Investment and Attraction				
C.3.1 Economic Opportunities	Provide assistance to external economic opportunities to promote the Town of Okotoks and local business.	C.3.1.a Film Permitting	Facilitation of film permits for filming in Town streets, recreational and cultural spaces.	Response and level of support is dependent on the type of request, complexity of work and requested timelines.
		C.3.1.b Government Referred Economic Opportunities	Review viability of government referred economic opportunities with potential private partners and internal business areas and complete an application if required.	Respond to opportunities within required timelines.
		C.3.1.c Investment Opportunities	Liaison between developers, realtors, investors and other stakeholders to identify new opportunities.	Represent the Town at regular association meetings such as the Okotoks Chamber of Commerce, and public events such as Small Business Month. Attend tradeshow or conferences as deemed necessary. Response times may vary due to the complexity of the opportunity.
C.3.2 Investment and Attraction Facilitation	Assist new businesses, developers, and investors in navigating the Town's regulatory processes, including facilitation of meetings, problem solving, and interpretation of statutory documents and Town guidelines.	N/A	N/A	Doing Business in Okotoks publication available online and print copies available throughout the community and the Municipal Centre. Host or facilitate meetings between internal Town staff and prospective businesses/developers as required.

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Services	Description	Sub-Services	Description	Level of Service
C.3.3 Stakeholder Relations	Consultation, coordination and collaboration with external business and economic development organizations	C.3.3.a Consultation with Business	Provide regular consultation and liaison services to improve the Town's understanding of local business interests and perspectives. This includes consultation and meeting with businesses, groups, and conducting surveys.	Business Survey conducted every two years. Meet monthly with the Chamber Board of Directors Meet regularly with support network (OEE) that includes Community Futures, Attend regular conferences with Industry Associations such as the Economic Development Association
		C.3.3.b Regional Economic Development	Regular coordination, collaboration and consultation with regional economic development organizations related to regional economic development.	Coordinating, collaborating and consulting where there is an organizational requirement or strategic alignment. Meet monthly with Calgary Regional Economic Development, (a branch of the Calgary Regional Metropolitan Board)
Programs				
D. Integrated and Accessible Transportation				
Sub - Programs				
D.1 Public Transportation				
D.1.1 Transit	Provision of convenient, affordable and effective public transit services within Okotoks	D.1.1.a On-Demand Transit	Direct door-to-door pick up and drop off service to all destinations within Okotoks.	Vehicles owned by the Town, Service provided by a contracted third party. Only available within the developed Okotoks boundary. Operating Hours: Monday - Friday 5:30 am - 11:30 pm, Saturday, Sunday & holidays 6:00 am - 11:30 pm. Cashless system. Riders are able to create accounts, book trips book bike racks and purchase bulk ride credits in advance using the Okotoks Transit application. Books of 10 paper tickets are available at the following locations only: Okotoks Municipal & Recreation Centres, Medicine Shoppe, Save-On-Foods, Safeway and Sobeys using cash, debit, or credit cards. All owned vehicles are wheelchair accessible. Compliance with Okotoks Fees, Rates and Charges Bylaw and; provincial and federal regulatory/legislative standards. Domestic animals are permitted on vehicles either on-leash or in a travel kennel and must be under the care and control of the owner.

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Services	Description	Sub-Services	Description	Level of Service
		D.1.1.b Public Transit Inquiries and Assistance	Providing information and resources related to transit including general inquiries, and lost and found.	Contracted service through a third party. Operating Hours: Monday - Friday 5:30 am - 11:30 pm, Saturday, Sunday & holidays 6:00 am - 11:30 pm.
D.1.2 Shared Micromobility - E-scooters	Provision of convenient, affordable and effective e-scooters within Okotoks to encourage people to walk more often and reduce impact on the environment. They bridge gaps in travel that personal vehicles, transit, or infrastructure may not cover.	N/A	N/A	Contracted service through a third party. Only available within the developed Okotoks boundary. A typical e-Scooter season runs from April to October, weather permitting. Cashless system. Riders are able to create accounts and book trips.
Sub - Programs				
D.2 Road Accessibility				
D.2.1 Snow Clearing and Ice Control	Snow clearing and ice control of Town priority one pedestrian crossings, parking lots, roads, pathways and sidewalks as identified in the Okotoks Integrated and Accessible Transportation Policy.	N/A	N/A	Compliance with the Okotoks Integrated and Accessible Transportation Policy - Snow and Ice Control Detailed Service Level, reviewed annually.
D.2.2 Street Cleaning	Street cleaning to all paved roadways and town parking lots.	N/A	N/A	Street Cleaning to all paved roadways and town parking lots once annually to a swept standard. Higher priority locations cleaned first, in spring with additional summer and fall debris cleaning, as required.
Programs				
E. Business and Financial Management				
Sub - Programs				
E.1 Asset Management				
E.1.1 Recreation Asset Management and Maintenance	Maintenance of the Town's recreation assets including indoor and outdoor facilities and amenities.	E.1.1.a Recreation Facility and Amenities Maintenance	Maintenance and asset renewal of recreation facilities and amenities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	Legislated, corrective, preventative, and emergent maintenance repairs and replacement based on best practices, operational needs and approved lifecycle programs. Compliance with provincial and federal legislative/regulatory standards.

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Services	Description	Sub-Services	Description	Level of Service
E.1.2 Parks Asset Management and Maintenance	Maintenance of the Town's Park assets including healthy turf.	E.1.2.a Maintenance of Cemetery Grounds, Sport Fields, Parks and Manicured Areas	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>
		E.1.2.b Park Facility and Amenities Maintenance	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>
E.1.3 Building Asset Management and Maintenance	Maintenance of the Town's building assets.	E.1.3.a Emergent Building Repair	Emergent repairs to provide environmentally responsible, safe and efficient building sites for client enjoyment.	<p>Emergent repairs to maintain minimum industry standards.</p> <p>Compliance with provincial and federal legislation/regulatory standards.</p>
		E.1.3.b Building Maintenance	Planning, budgeting and scheduling of appropriate preservation and maintenance activities to meet service levels and standards. Actual materials and processes are dependent on asset type and "need".	<p>Maintenance according to manufactures specifications and industry standards, within approved budgets.</p> <p>Compliance with provincial and federal legislation/regulatory standards, codes & best practices.</p>

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Services	Description	Sub-Services	Description	Level of Service
E.1.4 Transportation Network Asset Management and Maintenance	Management and stewardship of the Town's Transportation Network. This includes the establishment of strategic asset management plans and the operational processes required to maintain existing assets.	E.1.4.a Emergent Sidewalk Repair and Maintenance	Emergent repairs to provide safe surfaces for pedestrian travel Planning, budgeting and scheduling of appropriate preservation, restoration and rehabilitation activities to meet service levels and standards. Actual materials and processes are dependent on asset type, and most up-to-date condition level assessments and 'need'.	The sidewalk network is evaluated on a three year cycle. Repair on a priority basis in accordance with Town standards, within an approved annual operating budget. Compliance with provincial and federal regulatory/legislative requirements.
		E.1.4.b Maintenance of Bridge Structures	Planning, budgeting and scheduling of appropriate preservation, restoration and rehabilitation activities to meet service levels and standards. Actual materials and processes are dependent on asset type, and most up-to-date condition level assessments and 'need'.	Bridge structures inspections are scheduled and evaluated as per Alberta Transportation Regulations and Standards. Maintenance work is prioritized based on evaluation results. Compliance with provincial and federal regulatory/legislative requirements.
		E.1.4.c Maintenance of Roadways	Planning, budgeting and scheduling of appropriate preservation, restoration and rehabilitation activities to meet service levels and standards. Actual materials and processes are dependent on asset type, and most up-to-date condition level assessments and 'need'.	Condition Assessment of Priority roadways is assessed on a 4 year basis and an overall condition index is assigned. Maintenance activities are scheduled to maintain road condition and extend service life based upon priority of roadway, condition and visual inspection within the approved maintenance budget.

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Services	Description	Sub-Services	Description	Level of Service
		E.1.4.d Maintenance of Traffic Signs, Traffic Signals and Road Markings for Road Safety	Planning, budgeting and scheduling of appropriate preservation, restoration and rehabilitation activities to meet service levels and standards. Actual materials and processes are dependent on asset type, and most up-to-date condition level assessments and 'need'.	Annual formal inspection and repair of all traffic signals including all lights and push buttons. Ongoing condition review of traffic signs and signals for repair or replacement. Road markings are repainted on an annual basis, as required. Emergent repairs and maintenance on an as required basis.
E.1.5 Public and Permanent Art Collection	Facilitate procurement and maintenance of the Town's public and permanent art collection.	E.1.5.a Management of Public and Permanent Art Collection	Plan, commission, project manage, record, inspect, assess and maintain the Town of Okotoks public and permanent art collection.	Provide service in accordance with Alberta Museums Association and CARFAC (Canadian Artists Representation) standards.
E.1.6 Transit Fixed Asset Management and Maintenance	Maintenance and upgrade of transit fixed assets to ensure safe, well-maintained, well-functioning assets for residents' enjoyment.	N/A	N/A	Preventative maintenance and repairs as required
Sub - Programs				
E.2 Business Development				
E.2.1 Fund Development	Raising funds to support the delivery of Town of Okotoks services to the community.	E.2.1.a Advertising Opportunities	Provide businesses with advertising opportunities through agreements for Town of Okotoks physical spaces.	Inventory varies based on availability and market demand and promotes the purchaser's brand, product or service. Terms and conditions are as identified in the Town of Okotoks Sponsorship and Naming Rights Policy.
		E.2.1.b Sponsorship Opportunities	Provide businesses with sponsorship opportunities through agreements for Town of Okotoks naming rights, physical spaces, programs, services and events.	Partnerships will be ongoing continuation of funds or in-kind. Inventory varies based on availability and market demand and provides opportunities for activation with specific use of branding/advertising. Opportunities will leverage the commercial benefit of a program, service, performance, event or facility. Sponsorship opportunities are available for various events. Terms and conditions are as identified in the Town of Okotoks Sponsorship and Naming Rights Policy.
Sub - Programs				
E.3 Financial Operations and Management				

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Services	Description	Sub-Services	Description	Level of Service
E.3.1 Utility Account Management	Management of utility accounts for water, wastewater, storm water and solid waste (garbage, organics and recycling).	E.3.1.a Account Set up and Closure	Management of set up and closure of utility accounts.	Utility accounts are set up with confirmed notification of change. Accounts are set up and closed within 5 business days. Service is provided in-person, by phone and online.
		E.2.1.b Utility Customer Billing Issuance and Payment Collection	Management of billing and payment of utility accounts.	Bills are processed and issued every two months. Paper and electronic options are available. Payment must be received by the Town on or before the payment due date to avoid late fees, and transfers to property tax customer accounts. When closing accounts, final bills are processed upon request. Payments are collected through pre-authorized withdrawals, online, by mail and in person at the Okotoks Municipal Centre as per hours below.
E.3.2 Accounts Payable	Provision of accurate, timely processing of all vendor invoices and staff expense claims while ensuring policies and procedures are followed.	N/A	N/A	Acknowledge response to vendor inquiries within 2 business days. Provide cheque runs once a month, Electronic Funds Transfer (EFT) runs bi-weekly.
E.3.3 Procurement	Acquisition of goods and/or services, including the development and execution of contracts and managing the competitive bid process.	E.3.3.b Procurement - Contracts	Offering support to the Corporation in terms of the acquisition of goods and/or services, including the development and execution of contracts and managing the competitive bid process.	Ensure the integrity of the competitive bid process through process control, transparency and competition in compliance with relevant Trade Agreements.
Sub - Programs				
E.4 Community, Business and Financial Reporting				
E.4.1 Corporate Budgeting and Reporting	Provide transparency and accountability through corporate budgeting and reporting to Council and the community. It also helps monitor and report on results against plans, including strategic plans, long-term plans, business centre plans and budgets.	E.3.1.a Town's Annual Report	An Annual Business and Financial Report that includes progress towards the City's Strategic Plan and the City's Audited Financials, in accordance with the Government Finance Officer Association (GFOA) criteria and timelines.	Audited financial statements are provided annually by an external auditor. The Town's Annual Report is available on line by June 30th of each year. Compliance with GFOA criteria and timelines.

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Services	Description	Sub-Services	Description	Level of Service
		E.3.1.b Town's Annual Budget	Okotoks Proposed Budget is the coordination of the operating and capital budgets and forecasts. This provides information on the Strategic Plan and MDP of the Corporation and proposed budget for the upcoming year. The report is used by Council when approving the budget.	Four year budget with amendments annually or as required. Operating and Capital budget amendments are processed as required. Proposed budget of the next year provided in October-November to be deliberated and approved by Council by end of November. The Budget document is updated with Council's approved budget by the second week of January of the following year.
		E.3.1.c Quarterly Variance Reports	Financial Reports outline the Town's financial performance for a quarter. Corporate reports are provided to Council and Strategic Leadership Team on a quarterly basis to meet needs for regular and formal communication.	Reports are provided within two months of the quarter being completed to Council.
Sub - Programs				
E.6 Municipal Assessment and Taxation				
E.6.1 Property Assessment	The delivery of accurate and equitable property assessments that are essential for the distribution of the annual tax levy.	E.6.1.a Assessment Notice Roll Development	Development of the annual assessment and taxation roll used internally for forecasting purposes and for the preparation of the annual tax levy process as per the Municipal Government Act requirements.	Completed by February 28th of the year following the valuation year. Annual tax roll is completed by June 1st of the year in which the taxes are imposed. Ensure compliance in the provision of assessment values to the general public, the Town, and legislative bodies as per requirements of the Municipal Government Act and all associated regulations, guidelines and Ministerial orders.
		E.6.1.b Assessment Inquiries	Response to assessment inquiries. 60 days after Combined Assessment and Tax Notices are mailed property owners have the opportunity to review and appeal the assessed value.	Compliance with Municipal Government Act and all associated regulations, guidelines and Ministerial orders.

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Services	Description	Sub-Services	Description	Level of Service
		E.6.1.c Maintenance of the Assessment Roll	Re-inspection of existing property to help maintain accurate and up-to-date property data. This includes a Request for Information mail-out and updating building permit data.	Re-inspection of all residential improved properties is done within provincial audit standards. Permits are responded to on a quarterly basis, with all new construction permits reviewed prior to Dec 31st of the current year.
E.6.2 Tax Account Management	Administration of the annual and supplementary tax levy, pre-authorized payment system, school support declarations, property tax collection process and land title changes.	E.6.2.a Annual and Supplemental Tax Levy Administration	Collection of levies from property owners. Includes administration of property tax billing, school support declarations.	Property Tax Notices are issued as per the Municipal Government Act by May 30th of each year.
		E.6.2.b Annual Property Tax Levy	Prepare tax rates for the review and approval by Council. The municipal property tax rates are set by Council annually through the Okotoks Property and Supplemental Tax Rates Bylaw.	Okotoks Property and Supplemental Tax Rates Bylaw updated annually. Compliance with the Municipal Government Act.
		E.6.2.c Climate Energy Improvement Projects (CEIP) Tax Levy	Prepare tax rates for climate energy improvement projects (CEIP).	Added to the Property Tax Notice, provided by May 30th of each year.
		E.6.2.e Tax Payment and Collections	Provide access to payment systems and conduct collections for tax accounts.	Tax Installment Payment Plan (TIPP) accounts are administered semi-monthly, on an as-required basis. Pay taxes: Monthly by automatic bank withdrawals or post-dated cheques using TIPP. By cheque, money through the mail or in our 24-Hour Drop Off Box at the Municipal Centre. By debit card at the Municipal Centre as per hours below or through a bank or credit union. Taxes can not be paid by credit card or e-transfer. Payment must be received by the Town on or before the payment due date to avoid late fees.

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Services	Description	Sub-Services	Description	Level of Service
		E.6.2.f Registered Land Title Updates	Bi-monthly updates from the Province to the Town for property owner title changes	Process on the 2nd and 16th of each month.

Town Facility Operating Hours

Okotoks Eco Centre

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

Okotoks Family Resource Centre

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

Okotoks Municipal Centre

9:00 Monday - Friday:
8:00 am - 4:00p.m. closed holidays

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 Museum and Archives

Monday - Saturday: 10:00 am - 5:00 pm

Okotoks Southridge Centre

Monday - Friday: 8:00 am - 4:00p.m. closed holidays

Okotoks Arts Gallery

Monday - Saturday: 10:00 am - 5:00 pm

Environmental Education Centre

Friday: 9:00 am - 4:00 pm and/or prebooked programs