

## Appendix A - Services and Service Level Inventory September 4, 2024

Services	Description	Sub-Services	Description	Level of Service
<b>Programs</b>				
<b>A. Community Life</b>				
<b>Sub - Programs</b>				
<b>A.1 Community Amenities</b>				
<b>A.1.1 Cemetery Management</b>	Cemetery interment sales and service.	<b>A.1.1.a Cemetery Sales and Service</b>	Provide assistance, advice and resources to visitors and clients. Facilitate the sale of cemetery plots, columbarium niches and the memorial bench, tree, and plaque program at the cemetery and throughout the community. Manage on-site burial logistics. Keep records for plot purchase and burial deeds.	Cemetery requests provided by appointment 8:00 am to 4:30 pm, Monday to Friday. Closed on holidays and weekends.  Compliance with Okotoks Fees, Rates and Charges Bylaw. Maintain records and services in full compliance with the Alberta Cemetery Act.
<b>A.1.2 Cultural Amenities</b>	Provision of facilities or amenities for participation or engagement in cultural activities by members of the general public	<b>A.1.2.a Okotoks Art Gallery</b>	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.
		<b>A.1.2.b Okotoks Museum and Archives</b>	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.
		<b>A.1.2.c Old Church Theatre</b>	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.
		<b>A.1.2.d Public Art Collection</b>	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.

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		<b>A.1.2.e Heritage Building, Sites and Tours</b>	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"> <li>• Sheep River</li> <li>• Salute to our Veterans Memorial</li> <li>• Downtown Historic Walking Tours</li> </ul>	Access and interpretive features are provisioned through internal supports or through partnership agreements.
<b>A.1.3 Specialty Amenities</b>	Provision of dedicated facilities or amenities for participation or engagement of specific groups.	<b>A.1.3.a Okotoks Youth Centre</b>	Provide a youth-friendly facility.	Access to youth aged 12-18 (teens aged 18 are welcome until they graduate Grade 12).  Amenities include a leisure activity lounge, homework area and multi-purpose area for games, programs, and activities.  Supervision is provided by on-site trained staff during all operational hours.
		<b>A.1.3.b Environmental Education Centre</b>	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.
		<b>A.1.3.c Electric Vehicle (EV) Charger Access</b>	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
<b>A.1.4 Parks, Open Spaces and Recreation Sites</b>	Provision of recreation and park sites for community users in a safe and comfortable environment.	<b>A.1.4.a Parks, Open Spaces and Pathway System</b>	A dedicated park or open space that may include a collection of recreation amenities and natural features that provides opportunities for scheduled and spontaneous use.	Access to Parks, Open Spaces as per the Okotoks Open Spaces and Recreation Facilities Bylaw.  Park access permits provided in compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.1.4.b Recreation Sites</b>	A dedicated recreation site that may include a collection of recreation amenities that provides opportunities for scheduled and spontaneous use.	Campground facilities located on Sheep River inside Town of Okotoks town limits are leased to a third party to manage and maintain grounds. Trees and infrastructure maintenance done by the Town.  Site amenities include tent and trailer sites, access to sewer, water and electrical service, on-site dump station, washrooms, coin-operated showers, picnic tables, fire pits and playground facilities.  Compliance with provincial and federal regulatory/legislative requirements.
		<b>A.1.4.c Primary Function Site Amenities</b>	Amenities that support the primary function(s) of recreation and park sites such as parking lots, bike racks, or benches.	Primary function amenities are in alignment with Okotoks Wayfinding Design Development guide, Okotoks General Design and Construction Specifications Landscape and Engineering Edition and provincial and federal regulatory/legislative requirements.

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<b>A.1.5 Recreation and Sport Amenities</b>	Ensure the provision of scheduled and spontaneous use of recreation amenities for community users in a safe and comfortable environment.	<b>A.1.5.a Indoor Aquatics Amenities</b>	Provision of public access indoor aquatics amenities for scheduled and spontaneous recreation and sport activity.	<p>Aquatics amenities are offered based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Lifeguarding and pool standards are provided in compliance with Lifesaving Society Alberta and Northwest Territories Policies and Procedures, the Lifesaving Society Alberta Northwest Territories Public Aquatic Facility Safety Standards and provincial and federal regulatory/legislative requirements.</p> <p>Indoor aquatics amenities are offered for scheduled and spontaneous use or a combination based on a balance of community and operational need.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.b Indoor Aquatics Amenities - Hot Tub</b>	Provision of public access to a Hot Tub.	<p>Spontaneous use only based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
		<b>A.1.5.c Indoor Aquatics Amenities - Sauna</b>	Provision of public access to a Sauna.	<p>Spontaneous use only based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
		<b>A.1.5.d Outdoor Spray Parks</b>	Provision of public access outdoor spray park amenities for spontaneous use.	<p>Outdoor aquatics amenities operate seasonally as weather permits within the guidelines and recommendations of Environment Canada for spontaneous use.</p> <p>Compliance with provincial and federal regulatory/legislative requirements..</p>
		<b>A.1.5.e Indoor Fitness Amenities</b>	Provision of indoor equipment for the purpose of physical exercise such as sport equipment and fitness centre.	<p>Fitness amenities are offered for spontaneous use, booked use or a combination based on a balance of community and operational need and are offered based on the Hours of Operations 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>
		<b>A.1.5.f Indoor Walking Tracks</b>	Provision of indoor walking tracks.	Indoor Walking Track for spontaneous use based on the hours of operations for Okotoks Recreation Centre as outlined below.
		<b>A.1.5.g Park Amenities</b>	Provision of spontaneous use amenities to enhance the overall experience in and use of park spaces such as dog waste bag dispensers, seating areas, picnic tables, recreational zones, waste bins.	<p>Park amenities are offered based on the Okotoks Open Spaces and Recreation Facilities Bylaw.</p> <p>Park amenities are offered for spontaneous use based on a balance of community and operational need.</p>

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		<b>A.1.5.h Playgrounds</b>	Provide recreational play structures for public use.	<p>Playgrounds are offered for spontaneous use based on a balance of community and operational need.</p> <p>Daily, weekly and monthly inspections. Cleaning as required. Maintaining surface for fall protection.</p> <p>Compliance with the Okotoks Open Spaces and Recreation Facilities Bylaw and the Canadian Standards Association playground standards.</p>
		<b>A.1.5.i Ice Surfaces</b>	Provision of maintained indoor and outdoor ice dedicated to use for recreation and sport activities.	<p>Ice surfaces are offered for spontaneous, scheduled use or a combination based on a balance of community and operational need. Indoor arenas are available for use based on facility scheduling seven days a week.</p> <p>On site staffing and amenities varies based on the site. Must be 18 years old to book the ice.</p> <p>Ice surface is maintained to industry standards for public safety. Curling rink is operated through a lease partnership.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.j Sport Fields and Dry Pads</b>	Provision of maintained dry pad and natural turf fields dedicated to recreation and sport activities.	<p>Outdoor Sport Fields and dry pads are offered based on the Hours of Operations in the Okotoks Open Spaces and Recreation Facilities Bylaw and the Joint Use Agreement. Spring natural turf field opening occurs when turf suitable for sporting activity.</p> <p>Indoor sport fields and dry pads are offered for scheduled and spontaneous use or a combination based on a balance of community and operational need, per facility hours.</p> <p>Outdoor Sport Fields are offered for spontaneous use, booked use or a combination based on a balance of community and operational need. Specific sports fields are operated through partnership agreement.</p> <p>Seaman and Tourmaline Stadiums are managed and maintained through partnership agreements. Town maintains infrastructure.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw.</p>
		<b>A.1.5.k Indoor and Outdoor Sports Courts</b>	Provision of dedicated maintained indoor and outdoor sport courts, dedicated to recreation and sport activities such as Pickleball, tennis, basketball, and beach volley ball.	<p>Outdoor Sports courts are offered based on the Hours of Operations in the Okotoks Open Spaces and Recreation Facilities Bylaw.</p> <p>Indoor Sports courts are available based on the hours of operations for Okotoks Recreation Centre as outlined below.</p> <p>Sport courts are offered for spontaneous use, booked use or a combination based on a balance of community and operational need.</p> <p>Specific sports courts are operated through partnership agreements with provision for public drop in. Operational guidelines as per agreements. Hours of service provision as per agreements.</p> <p>Compliance with the Okotoks Fees, Rates and Charges Bylaw.</p>

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		<b>A.1.5.l Other Sport Amenities</b>	A purpose-built recreational environment dedicated to recreation and sports activities.	Outdoor Skate Park, Toboggan Hills, Cross Country Ski trails, and Natural Ice Rinks are offered for spontaneous use.  BMX Bike Track is leased to third party to manage and maintain infrastructure with a provision for some public hours.  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.  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.
		<b>A.1.5.m Multi-purpose Spaces</b>	Multi-purpose spaces used for a variety of programming and booked use. Includes various sites such as Foothills Centennial Centre, and Okotoks Recreation Centre.	Multipurpose space offered for booked use.  On site staffing and amenities varies based on scheduled booking.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.1.5.n Off Leash Areas</b>	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.
<b>A.1.6 Management of Facility and Amenity Partnerships</b>	Provision of management services related to facility and/or amenity partnerships.	<b>A.1.6.a Facilities and Amenities Partnerships</b>	Develop and manage commercial and non-commercial space opportunities through agreements between the Town and external organizations for Town owned and operated amenities and Town owned partner operated amenities.	Partner agreements with non-profit organizations and community groups are developed within six months prior to the agreement's expiry date or as needs are identified.  Community group's capital project inquiries related to capital applications, project statements, or business cases.  The signing of capital development/funding agreements with non-profit organizations and community groups is developed and facilitated prior to the execution phase of a project.
		<b>A.1.6.b Joint Use and Planning Agreement</b>	Agreement management between Town of Okotoks and Okotoks school divisions for collaborative use of Town recreation facilities and school facilities.	Requirements are fulfilled within the parameters of the Joint Use and Planning Agreement.

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Sub - Programs				
A.2 User Experience				
A.2.1 Client Services	Provision of assistance, advice, resources and transactional support to users of municipal services.	<b>A.2.1.a Front Line Information and Referrals</b>	First point of contact, responding to general inquiries and directing clients to the appropriate resource from the Municipal Centre.	Provide access by phone, email, or in-person based on Municipal Centre hours as below. All clients are directed to the appropriate resource within one business day as required.  Main phone line after hours and on the weekends - emergency contact information is provided through automated response. Emergency numbers are also listed on the Town website.
		<b>A.2.1.b Social Media Inquiries</b>	First point of contact, responding to general inquiries and directing clients to the appropriate resource.	Social media monitored 8:30 a.m. to 4 p.m. Inquiries acknowledged within one business day. All requests are directed to the appropriate resource within one business day as required.
		<b>A.2.1.c Inquiries, Issues and Service Requests</b>	Respond to inquiries, issues and service requests.	Depending on the service, inquiries, issues and service requests may be submitted by phone, email, in-person and where possible, online.
		<b>A.2.1.d Bookings and Sales</b>	Provide transactional support to the community for purchases, bookings, reservations, program registrations, and access to recreation facilities, community facilities and parks.	Bookings and sales are available in person, phone, email and if possible, online.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.2.1.e Recreation Access</b>	Provide transactional support to access recreational facilities.	All Okotoks Recreation Centre Facility passes include admission for drop-in arena, pool & gymnasium activities. The pass also includes membership to Natural High fitness Centre and all dryland and aquatic fitness classes.  A daily, monthly or annual All Facility Pass for recreation is available.  Admission and sales are available at Okotoks Recreation Centre during regular operating hours as below. Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.2.1.f Regional Bookings and Sales, Payments and Collection</b>	Provide transactional support to Diamond Valley for access to the swimming pool.	As per contract.
		<b>A.2.1.g Facility Service Assistance</b>	Provision of assistance, advice and resources to visitors and users at municipally owned, community and recreation facilities.	On site staffing and services vary based on the site.  Assistance is available during regular operating hours of each facility.

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		<b>A.2.1.h File Search and Environment Site Assessment (non FOIP)</b>	Provide documentation or copies of documentation for external use only such as a Letter of Zoning, Real Property Report, Property Tax Information to Lending Institutions, GIS and mapping etc.	Requests may be submitted by phone, email, in-person and where possible, online. Compliance with Okotoks Fees, Rates and Charges Bylaw and all other related provincial and federal regulatory/legislative standards.
		<b>A.2.1.i Freedom of Information and Protection of Privacy (FOIP) Requests</b>	Processing formal requests to access records based on the FOIP Act.	Request service levels are managed in accordance with the Freedom of Information and Protection of Privacy Act (FOIP).
		<b>A.2.1.j Payment and Collection - Non Tax Revenues</b>	Excluding Utilities, provide billing and collection for non-tax revenues and payments of goods and services for Town services, fees and fines including vendor payments and coordination of cash collection.	Depending on the good, service and or the facility, payments can be made online (online banking or through Okotoks online services) or in person by cash, cheque, debit or credit.
		<b>A.2.1.k Visitor Information</b>	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.
		<b>A.2.1.l Dog Licensing Purchase and Renewals</b>	Services provided to residents related to purchase and renewal of dog licenses to help reunite dogs with their owners.	Any dog over the age of three months that takes up residence in Okotoks must be licensed within seven days of moving to the Town. Lost Dog Tags can be replaced for an additional fee. Dog license invoices are mailed out in December (for the upcoming year) and payment for the dog license is due by the end of January of each year.  Compliance with the Okotoks Fees, Rates and Charges Bylaw and Responsible Pet Owner Bylaw.
<b>A.2.2 Provision of Commercial and Retail Services</b>	Provision of food, beverage, professional and retail services in Town facilities, amenities and spaces to enhance the customer experience at Town sites.	<b>A.2.2.a Food and Beverage Services</b>	Services provided to the public within Town owned facilities to enhance the client/visitor experience.	Direct and third party provision of food and beverage services at select cultural and recreation facilities and amenities.  Compliance with Okotoks Fees, Rates and Charges Bylaw, all related Okotoks Bylaws and Policies and provincial and federal regulatory/legislative standards.
		<b>A.2.2.b Retail and Professional Services</b>	Provision of retail and professional services at select Town sites.	Service is provided through third party operation and Town staff. Operational guidelines as per agreements. Hours of service provision as per agreements and facility hours.  Compliance with Okotoks Fees, Rates and Charges Bylaw.

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<b>Sub - Programs</b>				
<b>A.3 Recreation Development</b>				
<b>A.3.1 Recreation Programming</b>	The provision of recreation programming for registered and drop-in participants at parks, open spaces and recreation facilities.	<b>A.3.1.a Aquatics Programming</b>	The direct provision of aquatics registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents are eligible to register 7 days prior to open registration.  Programs offered in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, Red Cross Program Standards and/or Fitness Alberta.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.b Fitness Programming</b>	The direct provision of fitness registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents seven days prior to open registration. Programs offered in alignment with Lifesaving Society of Alberta Policy and Procedures.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.c Recreation Programming</b>	The direct provision of recreation registered and drop-in programs.	All programs are open for registration for Town of Okotoks and Foothills County residents seven days prior to open registration. Programs offered in alignment with Lifesaving Society of Alberta Policy and Procedures.  Compliance with Okotoks Fees, Rates and Charges Bylaw.
		<b>A.3.1.d Regional Aquatic Programming</b>	The direct provision of aquatics registered and drop-in programs for Dr. Lander Memorial Pool in Diamond Valley.	As per the contract.
<b>Sub - Programs</b>				
<b>A.4 Cultural Development</b>				
<b>A.4.1 Cultural Programming</b>	The provision of cultural programming for participants.	<b>A.4.1.a Community Cultural Programming</b>	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.
		<b>A.4.1.b Art Collection Displays</b>	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.

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<b>A.4.2 Municipal Heritage Designation Program</b>	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.
<b>Sub - Programs</b>				
<b>A.5 Community Organizations and Groups Support</b>				
<b>A.5.1 Community Organization Supports</b>	Facilitation and support to non-profit organizations and community groups to provide advice, educate, communicate, inform and build capacity and support to program delivery in the community.	<b>A.5.1.a Leadership Development</b>	Support to community groups to create and maintain healthy, self sustaining community groups that effectively meet identified goals and objectives.	Facilitate networking opportunities for non profit organizations and community groups with similar service objectives to connect regularly (at least once a year) Networking groups such as the Foothills Region Interagency and Volunteer Managers Partnership.
<b>A.5.2 Housing Investment and Development Facilitation</b>	Liaise between external housing providers and the municipality to help expedite and simplify development within the Town of Okotoks to meet community needs.	<b>A.5.2.a Housing Application Supports</b>	Assist housing providers with navigating the Town's regulatory processes, including facilitation of meetings, problem solving, and interpretation of statutory documents and Town guidelines. Provide supporting documents to support grant applications from external funders.	Host or facilitate requests or meetings between internal Town staff and prospective housing developers as required.
		<b>A.5.2.b Housing Networking and Partnerships</b>	Foster a housing ecosystem in 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.
<b>Sub - Programs</b>				
<b>A.6 Social Development</b>				
<b>A.6.1 Individual and Family Support Services</b>	Assist individuals and families with resources, support and individualized services.	<b>A.6.1.a Licensed Child Care</b>	The direct provision of licensed child care for school aged children - kindergarten to grade six.	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.

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		<b>A.6.1.b Community Resource Support</b>	Assist individuals and families with information, referrals, help with forms and/or connections to other supports.	This service is provided to residents from Okotoks and surrounding areas, including Diamond Valley and the Foothills County.  Hours of operation of the Okotoks Family Resource Centre as outlined below.
<b>A.6.2 Community Capacity Building</b>	The development of skills and competencies to enable all Town residents to achieve their greatest potential and strengthen the community as a whole. Promote positive social and neighbourhood connections.	<b>A.6.2.a Enhance Community Well-Being</b>	Town residents are supported with community led initiatives to enhance neighbour to neighbour connections aimed at positive social interactions are promoted.	Initiatives are reviewed annually and updated to meet community need.
		<b>A.6.2.b Education and Training</b>	Social programs that are preventative in nature that promote and enhance well-being among individuals, families, and communities. Examples include mental health and/or suicide intervention.	Annually host or partner presentations, facilitate workshops on social based topics relevant to the community to educate and support residents. Initiatives are reviewed annually and updated to meet community need.
		<b>A.6.2.c Volunteer Services</b>	Service offered to the community to sign up for volunteer opportunities with the Town of Okotoks.	Recruitment, hire, develop policies, place in appropriate volunteer positions and track volunteer hours to support Town volunteer activities.
<b>Sub - Programs</b>				
<b>A.7 Grants, Loans, Incentives and Support</b>				
<b>A.7.1 Civic Grants and Loans</b>	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.	<del><b>A.7.1.a Below Market Incentive Grant</b></del>	<del>Provide funds to assist non-profit housing providers to purchase and/or operate below market housing through a partnership with a builder.</del>	<del>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.</del>
		<b>A.7.1.a Affordable Housing Incentives</b>	Provide financial incentives to support non-profit organizations in their efforts to construct, redevelop or purchase affordable rental, supportive or transitional housing in Okotoks.	Offers financial incentives in the form of building permit fee rebates and capital grants for projects that have been approved by a federal or provincial affordability focused program.  Compliance with Okotoks Affordable Housing Incentives Policy

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		<b>A.7.1.b Secondary Suite and Accessory Dwelling Unit Grant</b>	Provide funds for the development of secondary suites or accessory dwelling units that meet Safety Codes requirements.	Offers grants on a first-come first-served basis, subject to funding availability. Applications will be accepted at the beginning of each calendar year, with funds for eligible expenses payable upon successful completion of the project in the same calendar year. Available grant funding is determined annually through the Council budget.  Compliance with Okotoks Secondary Suites and Accessory Dwelling Unit Grant Program Policy.
		<b>A.7.1.c Arts Activation Grant</b>	Provide funds for the creation of new artistic events in Okotoks.	Compliance with Okotoks Arts Activation Grant Policy.
		<b>A.7.1.d Water Conservation Rebate</b>	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.
		<b>A.7.1.e LEED® Building Incentive</b>	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.
		<b>A.7.1.f Clean Energy Improvement Program (CEIP)</b>	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.
		<b>A.7.1.g Targeted Industrial Tax Incentive</b>	A property tax incentive program to incentivize the development of new industrial buildings in Okotoks.	Compliance with Okotoks Targeted Industrial Tax Incentive Policy.
		<b>A.7.1.h Sports Tourism Grant</b>	Supports events that contribute to the local economy outside of the normal sporting activities of the community. The grant provides a stimulus to assist with extraordinary sporting events that have economic spin-offs.	Compliance with the Okotoks Sport Tourism Grant Policy.
		<b>A.7.1.i Ancillary Facility Fee Waiver</b>	Supports non-profit, not-for-profit charitable organization events serving Okotoks residents when renting a Town primary facility such as an ice surface.	Provide an annual report to Council on use.  Compliance with Okotoks Fee Waiver Policy.

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.7.1.j Youth Services Recreation Access</b>	Offer fun, free ways to learn and experience the activities available at the Okotoks Recreation Centre.	Free Okotoks Recreation Centre access pass for Grade 5 and Grade 8 students.  A Grade 5 Gets Active or Active8 pass holder can participate in all drop-in public swims, skate and gym times.
<b>A.7.2 Individual and Family Support Services</b>	Financial support or subsidy programs for eligible applicants.	<b>A.7.2.a Recreation Fee Assistance</b>	Recreation fee assistance supports for low-income individuals and families to participate in the Town's recreation programs and facilities.	Fee Assistance applications are accepted year-round and subsidy is valid for one year from date of approval.  Compliance with the Okotoks Recreation Fee Assistance Policy.
		<b>A.7.2.b Subsidized Transportation</b>	A subsidized taxi and volunteer driver programs to provide transportation for eligible participants.	Provided to Okotoks residents who are seniors or persons with permanent disabilities are able to remain active participants in the community.  <b>Subsidized Taxi Program:</b> A subsidy is provided to a contracted taxi company for each trip taken and provides users with a reduced taxi fare.  <b>Volunteer Driver Program:</b> Provide free transportation to medical appointments outside of Okotoks through a pool of volunteer drivers. Compensation paid to volunteer drivers at established rates.  Compliance with the Okotoks Subsidized Transportation Policy.
		<b>A.7.2.c Emergency Funds</b>	Provide emergency financial assistance to Individuals or families.	This service is provide to residents from Okotoks and surrounding areas, including Diamond Valley and the Foothills County. Hours of operation of the Okotoks Family Resource Centre as outlined below. Emergency financial support from donated funds/grants.
<b>Sub - Programs</b>				
<b>A.8 Funding Partnerships</b>				
<b>A.8.1 Management of Partnerships for Delivery of Social Services</b>	Provision of funding to deliver preventive social services in the community.	<b>A.8.1.a Program Funding</b>	Provide a framework for the delivery of funding to eligible community organizations for the provision of preventive social programs.	Annually identify funding support through United Way and Family and Community Support Services requirements. Provide support to potential applicants and funded agencies.
		<del><b>A.8.1.b Committee Administrative Liaison Moved to F.2.2.b</b></del>	<del>Provide administrative support to Family and Community Support Services Committee And United Way/Okotoks Partnership Committees.</del>	<del>Compliance with Okotoks Governance Committees of Council Bylaw. —</del>

## Appendix A - Services and Service Level Inventory September 4, 2024

Services	Description	Sub-Services	Description	Level of Service
<b>A.8.2 Institutional Partnerships</b>	Provision of funding or in-kind support to provincially regulated organizations to provide services to the community.	<b>A.8.2.a Town of Okotoks Public Library</b>	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.
<b>Sub - Programs</b>				
<b>A.9 Truth and Reconciliation</b>				
<b>A.9.1 Calls to Action Implementation</b>	Management and oversight of Calls to Action efforts	<b>N/A</b>	N/A	To Be Determined.
<b>Sub - Programs</b>				
<b>A.10 Public Education</b>				
<b>A.10.2 Indigenous Awareness</b>	Review and identify resources, awareness information, and learning opportunities to share with the community.	<b>A.10.2.a Indigenous Ceremonies and Annual Days of Recognition</b>	Provide Indigenous ceremonies and annual days of recognition. Includes collaboration with Indigenous peoples, Administration and Council. Including but not limited to Missing and Murdered Indigenous Women Day, National Indigenous Peoples Day, National Day for Truth and Reconciliation, Métis Week, etc.	To Be Determined.
		<b>A.10.2.b Indigenous Culture and Educational Opportunities</b>	Provide opportunities to learn about Indigenous Culture through events created for the Okotoks community. Further the community's understanding of the Truths of the land they now live on. Including but not limited to: Tipi Camp, Indigenous Artisan Market, Dream Catcher and Hand Drum Workshops, School presentations, etc.	To Be Determined.
		<b>A.10.2.c Painted Lodge (Tipi)</b>	Set up and provide access to Mayor Thorn's Tipi.	Weather permitting, Mayor Thorn's Tipi will be raised at a minimum of 4 events per year including, but not limited to: Tipi transfer anniversary, first Saturday in June, Missing and Murdered Indigenous Women Day, National Indigenous Day, Truth and Reconciliation Day.  Compliance with the Okotoks Tipi Administrative Guidelines.

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
A.11 Public Safety				
<b>A.11.1 Fire and Rescue Response</b>	Response to all types of emergency events including fire, rescue, medical first response, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	<b>A.11.1.a Public Hydrant Inspection &amp; Maintenance</b>	Maintain public hydrants to provide a readily accessible and pressurized source of water for firefighting purposes.	Inspection and maintenance completed as per industry standards. Compliance with provincial and federal regulatory/legislative requirements.
		<b>A.11.1.b Fire and Rescue Dispatch</b>	Receive and evaluate calls for fire/rescue response.	Third party contracted service available 24/7/365.
		<b>A.11.1.c Alarm Investigation</b>	Investigation to determine cause of alarm and paperwork is issued to require a repair thereby assuring public reliance on the alarm system.	Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019). Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time - (Alberta Building Codes). Service availability 24/7/365. Investigations are started immediately. Compliance with Okotoks Fire Services Bylaw.
		<b>A.11.1.d Fire Suppression</b>	Provide response to reported fire, explosion, smoke or activated alarms in structures, vehicles, or wildland areas. Removing persons from the affected area to prevent loss of life or additional injury. Determining origin, suppressing fire to extinguishment, and limiting spread to adjacent property. Activities to prevent or mitigate loss of value to property from water or smoke. Firefighters and public safety are the number one priority.	Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019). Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time - (Alberta Building Codes). Service availability 24/7/365. Shelters are set up if required. Fire-caused investigation is initiated immediately. Property is generally released within 48 hours with more complex fires requiring more time. Compliance with Okotoks Fire Services Bylaw.
		<b>A.11.1.e Medical First Response</b>	Provide medical care to ill and injured persons within Town of Okotoks Boundaries until EMS arrival, and to augment EMS crews during treatment and transport for life threatening emergencies.	Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time for delta/echo severity. Service availability 24/7/365. Compliance with Okotoks Fire Services Bylaw.

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.1.f Confined Space Rescue</b>	Response to persons entrapped in enclosed areas with limited access and egress, and potentially hazardous atmospheres. Utilizes specialized equipment to access, assess, treat, package, and remove patients safely.	<p>Perform basic techniques in uncomplicated confined spaces. Limited atmospheric monitoring.</p> <p>Follow Alberta occupational health and safety provincial firefighting guidelines (2019).</p> <p>Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time.</p> <p>Service availability 24/7/365.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>
		<b>A.11.1.g Dangerous Goods</b>	The sub-service includes on-scene environmental risk assessment and management in addition to dangerous goods incident response and recovery of hazardous materials.	<p>Clean up is determined according to complexity and severity of the spill and/or release.</p> <p>Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019).</p> <p>Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time.</p> <p>Service availability 24/7/365.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>
		<b>A.11.1.h High Angle/Elevated Rescue</b>	Response to person(s) entrapped on buildings, towers, pylons, antennas, or cliffs. Utilizes specialized techniques to access, assess, package, treat and remove patients safely.	<p>Access simple terrain and perform basic extrication techniques.</p> <p>Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019).</p> <p>Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time.</p> <p>Service availability 24/7/365.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>
		<b>A.11.1.i Urban Rescue</b>	Response to person(s) entrapped in structurally unstable buildings and collapsed or unstable excavations. Utilizes specialize techniques and equipment to access, assess, package, treat and remove patients safely.	<p>Access simple terrain and perform basic extrication techniques.</p> <p>Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019).</p> <p>Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time.</p> <p>Service availability 24/7/365.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.1.j Water/Ice Rescue</b>	Response to person(s) in distress who are located near, or on a body of water. Utilizes specialized techniques and equipment to access, assess, package, treat and remove safely.	<p>Follow Alberta Occupational Health and Safety Provincial Firefighting Guidelines (2019).</p> <p>Inside the municipal boundaries of Okotoks, arrive on scene within 10 minutes, 90% of the time.</p> <p>Service availability 24/7/365.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>
<b>A.11.2 Mutual Aid</b>	<p>Negotiate and maintain contracted partnerships with partner municipalities to provide and receive emergency services where and when required.</p> <p>Two types of partnership agreements:</p> <ul style="list-style-type: none"> <li>- Contract - Fire services are provided by a contractor within a defined service area.</li> <li>- Mutual aid - Fire service apparatus may be provided, upon request, if resources are available.</li> </ul>	<b>N/A</b>	<b>N/A</b>	<p>The Town's mutual aid partnership agreements are renewed as required.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p>
<b>A.11.3 Fire Prevention</b>	As an accredited municipality under the Safety Code Act, Okotoks Fire Services assesses risk and provides services oriented to minimizing fire and explosion risk and addressing injury prevention.	<p><b>A.11.3.a Fire Investigation</b></p> <p>All fires with damaged or destroyed property, and injury, or a fatality, are investigated for cause, origin, and circumstances.</p> <p><b>A.11.3.b Fire Prevention and Risk Education</b></p> <p>Provide information to the public using a variety of channels (social media, website, in person etc.) on request.</p>	<p>All fires with any dollar amount of loss are investigated and reported to the Province of Alberta.</p> <p>Investigations are conducted by certified Fire Investigators through the Safety Codes Council of Alberta.</p> <p>Compliance with Okotoks Fire Services Bylaw.</p> <p>Respond to requests for information and education within two business days.</p> <p>By Appointment only:</p> <ul style="list-style-type: none"> <li>Business and Home Fire Risk Assessments</li> <li>School safety presentations.</li> <li>Fire truck tours at both fire stations.</li> <li>Car Seat Check.</li> </ul> <p>Compliance with Okotoks Fire Services Bylaw.</p>	

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.3.c Fire Inspection and Compliance</b>	Provide industrial, commercial and institutional fire safety inspections. Occupancies are inspected for compliance with Fire Code requirements on a risk assigned basis for type of occupancy and frequency of inspections. As required by the Town of Okotoks Fire and Rescue Quality Management Plan, all occupancies are inspected based on their assigned frequency of inspections using certified and qualified personnel. Inspections may also be carried out on request or complaint on any property as permitted by the Safety Codes Act.	Frequency is based upon the potential risk of the property use and function and as per Okotoks Fire Quality Management Plan as filed with Municipal Affairs Safety Code Council.  Required inspections are completed on a risk based rotation Low< every three years, medium, every two years and high risks, every year, also as part of business licensing or prior to final occupancy approval. Home inspection on request.  Compliance with related provincial regulatory/legislative standards.
		<b>A.11.3.d Burn Permit</b>	Provide a permit to have large fires such as bonfires, thawing fires, or fires required for other reasons on rural property in annexed areas of the Town of Okotoks.	Compliance with Okotoks Fees, Rates and Charges Bylaw and provincial legislation and requirements.  The Town may ban all fires if conditions become dry enough.
		<b>A.11.3.e Community Relations - Fire &amp; Rescue</b>	Foster a culture of safety and collaboration through active participation with the community.	Participation at community events such as the Santa's Christmas Eve Parade and school spray downs.
<b>A.11.4 Building Permit Application Review and Compliance</b>	Review and processing of applications for approval and compliance with Safety Codes Act	<b>A.11.4.a Building Permits Issuance</b>	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.
		<b>A.11.4.b Building Inspections</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.4.c Technical Advice</b>	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.
<b>A.11.5 Emergency Management</b>	Provincial legislation and regulation requires the Town of Okotoks to maintain Emergency Management plans and programs. This service addresses preparation, approval, maintenance and coordination of local authority emergency plans and programs required by the province.	<b>A.11.5.a Incident Command Post</b>	The Incident Command Post (ICP) coordinates effective response and recovery outside of normal operations. Emergency Management legislation identifies training requirements needed for staff to participate in the ICP.	Once it is determined that the ICP is needed, setup begins within an hour. Compliance with provincial Emergency Management legislation and regulations.
		<b>A.11.5.b Emergency Management Planning</b>	The Town of Okotoks municipal Community Emergency Management Program (CEMP) provides a framework for how the Town conducts its comprehensive Emergency Management program. Planning involves: Hazard, Risk and Vulnerability Assessment; Incident Command Post Plan; Training and Exercise Plans; Emergency Social Services Plan; Emergency Preparedness Communication Plans; Crisis Communication Plan; and Flood Action Plan etc.	The Town of Okotoks' CEMP is reviewed and approved annually or after activations to ensure compliance with provincial Emergency Management legislation and regulations.
		<b>A.11.5.c Emergency Management Public Education and Preparedness</b>	Education and awareness is provided to residents for both preparing for and recovering from a disaster.	Online resources and information sessions on Emergency Preparedness and recovery are provided for residents before and after disasters.  Once a year Emergency Preparedness Open House is provided.
<b>A.11.6 Policing</b>	Response by RCMP and Municipal Enforcement as an integrated policing service with a model that focuses on public safety, community relationships and community wellness.	<b>A.11.6.a Bylaw and Complaint Dispatch</b>	Receive and evaluate calls for bylaw and traffic response	Third party contracted service available 24/7/365.

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.6.b Policing Support</b>	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.
		<b>A.11.6.c Bylaw Compliance</b>	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.
		<b>A.11.6.d Community Peace Officer - Traffic Safety Services</b>	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.
		<b>A.11.6.e Youth Centre Supports</b>	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.
		<b>A.11.6.f Community Relations - Municipal Enforcement</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>A.11.6.g RCMP Police Services</b>	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.
<b>A.11.7 Law Enforcement Training</b>	Services to support people starting a career in law enforcement.	<b>A.11.7.a Physical Ability Requirement Evaluation (PARE) Testing</b>	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.
		<b>A.11.7.b Municipal Enforcement Practicum Students</b>	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.
<b>A.11.8 Traffic Management</b>	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				
<b>A.12.1 Town Delivered Events</b>	The coordination and delivery of events to the community.	<b>A.12.1.a Town Delivered Events - Street Activation &amp; Community Building</b>	<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>
<b>A.12.2 Community Event Support</b>	Advise and support provided to community groups hosting public events	<b>A.12.2.a Events Liaison</b>	<p>Support to third party organizers with event administration/application. Advise event organizers regarding available civic supports and requirements.</p> <p>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.</p> <p>Provide event organizers with the opportunity to list events on various Town communication mediums.</p>
		<b>A.12.2.b Event Supports</b>	<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
<b>Programs</b>				
<b>B. Sustainable Okotoks</b>				
<b>Sub - Programs</b>				
<b>B.1 Environmental Protection</b>				
<b>B.1.1 Tree Planting and Maintenance</b>	Maintenance of tree canopy, including tree planting, maintenance and inspections.	<b>B.1.1.a Tree Planting</b>	Planting of trees to ensure the health of the urban forest.	Use design standards for planting including planting practices and acceptable species. Maintain the Tree Canopy at 6%.
		<b>B.1.1.b Tree Care and Maintenance (Urban Forest)</b>	Routine maintenance to ensure the health of the urban forest.	Parks, open spaces and boulevard trees are inspected and pruned for tree health and encroachments blocking signage and sidewalks for safety. Tree inspections are conducted cyclically based on priorities as per Okotoks Asset Management Policy.
		<b>B.1.1.c Tree Care and Maintenance (Natural Areas)</b>	Routine maintenance to ensure the health of the natural forest.	Trees in natural and naturalized areas are not pruned for structure or pest and disease management. Clearance for trail system and open space is maintained with public safety being the primary concern. Wildlife trees are retained where practical. Tree inspections are conducted cyclically based on priorities as per Okotoks Asset Management Policy.
<b>B.1.2 Vegetation and Pest Control</b>	Maintenance of healthy turf and urban forests and public safety.	<b>N/A</b>	N/A	<p>Remove or control of vegetation and pests as governed by legislation and as outlined in the Town's Integrated Pest Management Plan and Traditional Knowledge and Land Use Assessment Report.</p> <p>Compliance with provincial and federal legislative/regulatory standards. Note: The Town has the right, but not the obligation, to control additional invasive species not required for control by the Alberta Weed Control Act &amp; Regulation.</p> <p><b>Thresholds for Broadleaf Weed Control: Parks, Pathways and Roadways - 15%</b> - Mowed park areas, parkways, pathway connectors, boulevards and medians, except within 15m of playgrounds.</p> <p><b>Sports Fields - 5%</b> - Includes irrigated and non-irrigated ball diamonds and rectangular fields.</p> <p><b>Commercial Sites - 5%</b> - Town owned and operated building sites not associated with designated parks.</p> <p><b>School Grounds - 15%</b> - The Town may contribute to integrated pest management measures on School Reserve (SR) and Municipal School Reserve (MSR).</p> <p><b>Industrial Areas - 15%</b> - Town owned parking lots and storage compounds.</p> <p><b>Undeveloped - 15%</b> - Lands that may come under Town ownership.</p> <p><b>Non-manicured areas</b> - Control noxious and prohibited noxious weeds - Roadsides, boulevards, medians, and some steep slopes that don't receive regular mowing.</p> <p><b>Natural Areas - Control noxious and prohibited noxious weeds</b> - Riverbanks, gullies, escarpments, islands, and wetlands that don't receive regular mowing.</p>

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Services	Description	Sub-Services	Description	Level of Service
<b>B.1.3 Decommissioned Site Management</b>	Post closure care of decommissioned sites that includes monitoring and addressing any regulatory or environmental issues that may arise. This service manages decommissioned sites such as landfills and brownfields.	<b>N/A</b>	N/A	Compliance with Alberta Environmental Protection and Enhancement Act and all related provincial and federal legislation and requirements.
<b>B.1.4 Release Reporting and Response</b>	Direct release or spill response, support and reporting and maintenance of the spills and release database. The service includes corporate wide environmental risk and opportunities assessment and management in addition to on-scene spill response and mitigation of hazardous materials.	<b>B.1.4.a Release Reporting</b>	Reporting all environmental releases to the provincial regulatory authorities.	All releases and spills are reported and documented immediately upon discovery.  Report all releases as required by the Environmental Protection and Enhancement Act (2000). Comply with any additional reporting requirements that may be requested by the province.
		<b>B.1.4.b Release Response Management</b>	Activities required to respond to an environmental release. Collaborate with Fire Services or Utilities depending on nature of release. Procure third-party contractor should release response require specialized materials or support.	Immediately respond to environmental releases upon notification or discovery and engage Town supports or Contractor depending on the nature of the release.  Compliance with Alberta Environmental Protection and Enhancement Act and all related provincial and federal legislation and requirements.
<b>Sub - Programs</b>				
<b>B.2 Environmental Stewardship</b>				
<b>B.2.1 Environmental Awareness</b>	Provision of public education campaigns and programs to support conservation of environment.	<b>B.2.1.a Environmental Activities</b>	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>B.2.1.b Education and Outreach</b>	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

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Services	Description	Sub-Services	Description	Level of Service
		<b>B.1.1.c Environmental Resources</b>	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>B.1.1.d Presentations/ Speaking Engagements</b>	Provide presentations to external organizations to share information about Okotoks' successes in environmental initiatives and programs.	As requested.
<b>B.2.2 Environmental Strategy, Planning and Policies</b>	The curation of environmental data and consultation to help inform the development of strategies, plans, and policies related to environmental stewardship.	<b>B.2.2.a Environmental Data</b>	Curation and provision of environmental data for decision-making.	Data is updated annually or as needed and shared annually through a Council report.
<b>Sub - Programs</b>				
<b>B.3 Waste Management</b>				
<b>B.3.1 Solid Waste Collection</b>	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	<b>B.3.1.a Garbage Collection &amp; Disposal</b>	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>B.3.1.b Organic Collection</b>	Collection, processing and disposal of organic waste for residents and Town facilities.	Residents are provided a minimum of one Town owned organic cart, available in three sizes (240L, 120L and 360L).  Collection of organic carts: <ul style="list-style-type: none"> <li>• April to October - weekly</li> <li>• November to March - every two weeks</li> </ul> Compliance with Okotoks Waste Management Bylaw, Okotoks Utility Policy, Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative requirements.
		<b>B.3.1.c Recycling Collection</b>	Collection, processing and disposal of recyclable material for residents, and Town facilities.	Residents are provided a minimum of one Town owned recycling cart, available in two sizes (240L and 360L).  Carts are picked up weekly from residences and Town facilities. Multi-family buildings pick-up available at some locations (service level in development).  Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.

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Services	Description	Sub-Services	Description	Level of Service
		<b>B.3.1.d Recycling Depot</b>	A centralized site where residents can bring recycling, hazardous waste and electronics for proper disposal.	The Eco Centre is a staffed depot. Hours of Operation as outlined below.  Compliance with Okotoks Waste Management Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
		<b>B.3.1.e General Waste Collection</b>	Collection of waste from manicured parks and open spaces (including civic buildings and boulevards), and sport fields.	Manicured parks and open spaces - Litter picking and single stream waste bins collected up to 18 times per year.  Sports Fields: single stream waste bin collected up to 27 times per year.  Beverage recycling bins provided in select locations.
<b>B.3.2 Solid Waste Programming</b>	Targeted annual or seasonal community events designed to encourage appropriate disposal of solid waste.	<b>B.3.2.a Compost Giveaway</b>	Compost distributed to residents for household use.	Organized two months a year; spring and fall for residents to pick up for household use.
		<b>B.3.2.b Christmas Tree Drop Off</b>	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>B.3.2.c Reduction of Solid Waste Generation</b>	Provide an environment to improve waste diversion efforts.	Audit of waste carts regularly scheduled.  Compliance with Okotoks Waste Management Bylaw and provincial and federal regulatory/legislative requirements.
<b>B.3.3 Regional Solid Waste Collection</b>	Collection, processing and disposal of garbage, organic waste and recyclable material for residents and Town facilities.	<b>B.3.3.a Regional Garbage Collection &amp; Disposal</b>	Curbside collection, processing and disposal of landfill material for Diamond Valley.	As per contract.  Compliance with provincial and federal regulatory/legislative requirements.
		<b>B.3.3.b Organic Collection</b>	Collection, processing and disposal of organic waste for Diamond Valley.	As per contract.  Compliance with provincial and federal regulatory/legislative requirements.
		<b>B.3.3.c Recycling Collection</b>	Collection, processing and disposal of recyclable material for Diamond Valley.	As per contract.  Compliance with provincial and federal regulatory/legislative requirements.

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Services	Description	Sub-Services	Description	Level of Service
<b>Sub - Programs</b>				
<b>B.4 Water Services</b>				
<b>B.4.1 Meter Operations</b>	Operation and maintenance of Town utility water meters.	N/A	N/A	<p>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.</p> <p>New customer meters are installed upon request.</p> <p>Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy and provincial and federal regulatory/legislative requirements.</p>
<b>B.4.2 Utility Locates</b>	Location and marking of underground Water, Sanitary and Storm Utilities.	N/A	N/A	<p>Marking locations of underground Town-owned utility infrastructure as requested through the Alberta One Call system and requirements.</p> <p>Emergency locate requests are given priority.</p>
<b>B.4.3 Water Supply, Treatment and Distribution</b>	Supply, operation and maintenance of the treatment and distribution of drinking water within the Town of Okotoks.	<b>B.4.3.a Potable Water</b>	Provide safe and reliable access to potable water to all residents and business connected to the water distribution system.	<p>Potable water is provided 24/7/365 for essential use to all residents and businesses who are connected to a Town water service.</p> <p>Potable water is provided for non-essential use in accordance with water conservation stages as outlined in the Okotoks Water Bylaw.</p> <p>Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.</p>
		<b>B.4.3.b Non-potable Bulk Water</b>	Supply, operation and maintenance of non-potable bulk water station to commercial and industrial customers for non-potable irrigation & construction needs.	<p>Non-Potable bulk water is provided to account holders. New account holders must be Industrial or Commercial users within Town limits.</p> <p>Compliance with Okotoks Water Bylaw, Fees, Rates and Charges Bylaw, Okotoks Utility Policy, Okotoks and provincial and federal regulatory/legislative requirements.</p>
		<b>B.4.3.c Potable Water Treatment</b>	Treatment of water to remove impurities and make the water safe for human consumption before being distributed to the client.	<p>Testing of water completed as mandated through Alberta Environment &amp; Protected Areas (AEPA) 7,156 water quality test completed annually as per AEPA approval to operate.</p> <p>Compliance with Okotoks Water Management Bylaw, Okotoks Utility Policy, Okotoks and provincial and federal regulatory/legislative requirements.</p>

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Services	Description	Sub-Services	Description	Level of Service
<b>B.4.4 Stormwater Drainage Service</b>	Stormwater Drainage manages the flow of rainfall, snowfall and surface water runoff from properties and roadways through the Town of Okotoks to mitigate the possibility of flooding, erosion, property damage and other unintended impacts.	<b>B.4.4.a Stormwater Diversion</b>	Respond to and mitigate the impact of stormwater after a weather event.	Provide service to customers connected to the stormwater drainage system 24/7/365.  Compliance with Okotoks Storm Drainage Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
<b>B.4.5 Wastewater Collection and Treatment</b>	Wastewater Collection and Treatment provides the safe and effective collection, treatment and disposal of wastewater from all properties within the Town of Okotoks that are connected to the municipal wastewater system.	<b>B.4.5.a Wastewater Collection</b>	Provide a reliable service of wastewater conveyance through the operation and maintenance of underground collection systems.	Provide 24/7/365 service to customers connected to the wastewater collection system.  Compliance with Okotoks Sanitary Sewer Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
		<b>B.4.5.b Wastewater Treatment</b>	Treatment of wastewater collected before being discharged to the receiving environment	Testing of wastewater completed as mandated through Alberta Environment & Protected Areas (AEPA). 2,454 wastewater quality tests completed annually as per AEPA approval to operate.  Compliance with Okotoks Sanitary Sewer Bylaw, Okotoks Utility Policy, and provincial and federal regulatory/legislative requirements.
<b>Sub - Programs</b>				
<b>B.5 Land Use Planning and Development</b>				
<b>B.5.1 Current Planning - Application Processing</b>	Processing and coordination of the approval of statutory plans and amendments, development, subdivision and condominiums applications.	<b>B.5.1.a Development Permit Application Review</b>	The review and processing of development 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.  Applications processing time is 40 days following the formal acceptance of the application or with agreed upon extensions as per the MGA.  Compliance with Okotoks Land Use Bylaw, the Alberta Municipal Government Act and all other related provincial and federal regulatory/legislative standards.
		<b>B.5.1.b Compliance Certificate Applications</b>	The review and processing of compliance certificate applications.	Compliance with the Okotoks Fees, Rates and Charges, and Land Use Bylaws, Okotoks Encroachment Policy and all other
		<b>B.5.1.c Subdivision Applications</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>B.5.1.d Condominium Certificates</b>	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>B.5.1.e Land Use Bylaw Amendments</b>	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>B.5.1.f Statutory Plan Amendments</b>	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>B.5.1.g Telecommunication Towers - reviewing and issuing concurrence and non-concurrence</b>	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>B.5.1.h Permanent Road Closure</b>	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.
		<b>B.5.1.i Reserve Land Disposal</b>	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>B.5.1.j Assignment and Changes to Addressing</b>	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>B.5.1.k Technical Reviews</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>B.5.1.l Development and Site Servicing Plans</b>	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>B.5.1.m On-Street Construction Applications</b>	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>B.5.1.n Water Allocation System</b>	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>B.5.1.o Shallow Utility Line Assignment</b>	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.
<b>B.5.2 Development Permit Inspections</b>	Review and inspect developer infrastructure as per approved Development Agreements and Engineering Standards.	<b>N/A</b>	N/A	An inspection will be scheduled upon request subject to the terms per the Development Agreement.
<b>B.5.3 Lot Grading Certificates</b>	Review and approval of lot grading certificates.	<b>N/A</b>	N/A	Compliance with Grading and Landscaping Bylaw.
<b>B.5.4 Long Range Land Use Planning</b>	Management of long range land use plans such as the Municipal Development Plan (MDP), statutory and regulatory planning.	<b>B.5.4.a Development, Management and Implementation of Long Range Statutory Plans</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
<b>B.5.5 Business Licensing</b>	Processing of business license applications and provision of industry specific requirements and regulations for businesses looking to operate in Okotoks.	<b>B.5.5.a Business License Issuance</b>	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>B.5.5.b Business Licensing Bylaw Stewardship</b>	Research and monitor new industry trends and business innovations. Recommend bylaw/policy updates to address new issues arising from new trends/innovations. Inform relevant parties of new bylaw/policy updates.	Bylaw reviewed as required.
<b>B.5.6 Compliance and Complaint Investigations</b>	Respond to, investigate, and follow up with complaints regarding activity that does not comply with the Business License and Land Use Bylaws.	<b>B.5.6.a Business Licensing Compliance</b>	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>B.5.6.b Land Use Bylaw Compliance</b>	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>B.5.7 Intermunicipal and Regional Relations</b>	Consultation, coordination, and collaboration with regional partners.	<b>B.5.7.a Intermunicipal and Regional Planning</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
<b>B.5.8 Property Administration</b>	<p>Maintain an inventory of all municipally-owned buildings, land and land rights/interests.</p> <p>Create and manage occupancy agreements (e.g. land and facility space lease agreements).</p> <p>Purchase or lease of land/building or interests to provide space to Town activities including special projects, public and / or operational needs.</p> <p>Dispose of building or land holdings.</p>	N/A	N/A	<p>Monitor compliance with lease agreements as required.</p> <p>Lease agreements are reviewed as per renewal dates.</p> <p>Purchase, sales and leasing handled through a third party vendor as required.</p>
<b>Sub - Programs</b>				
<b>B.6 Infrastructure Planning</b>				
<b>B.6.1 Off-Site Levy Program</b>	Administration of off-site levy policy on all development and planning applications including calculation of levies.	<b>B.6.1.a Off-site Levy Program Administration</b>	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>B.6.1.b Off-site Levy Bylaw Update</b>	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.
<b>Programs</b>				
<b>C. Economic Development</b>				
<b>Sub - Programs</b>				
<b>C.1 Economic Development</b>				
<b>C.1.1 Economic and Market Data</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
C.2 Business Retention and Expansion				
<b>C.2.1 Business Support Programs</b>	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)
<b>C.2.2 One on One Business Support</b>	Provide direct contact to help businesses navigate challenges that come with starting a new business, relocating or expanding their business in Okotoks.  Develop, manage and maintain relationships with local businesses through formal and informal liaising opportunities.	N/A	N/A	Response times may vary due to the complexity of the request or the volume of requests.
<b>C.2.3 Business Education and Information Sharing</b>	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.
<b>C.2.4 Business Supports</b>	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				
<b>C.3.1 Economic Opportunities</b>	Provide assistance to external economic opportunities to promote the Town of Okotoks and local business.	<b>C.3.1.a Film Permitting</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>C.3.1.b Government Referred Economic Opportunities</b>	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.
		<b>C.3.1.c Investment Opportunities</b>	Liaison between developers, realtors, investors and other interested parties 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.
<b>C.3.2 Investment and Attraction Facilitation</b>	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.	<b>N/A</b>	<b>N/A</b>	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.
<b>C.3.3 Economic Development Relations</b>	Consultation, coordination and collaboration with external business and economic development organizations	<b>C.3.3.a Consultation with Business</b>	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
		<b>C.3.3.b Regional Economic Development</b>	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)

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Services	Description	Sub-Services	Description	Level of Service
<b>Programs</b>				
<b>D. Integrated and Accessible Transportation</b>				
<b>Sub - Programs</b>				
<b>D.1 Public Transportation</b>				
<b>D.1.1 Transit</b>	Provision of convenient, affordable and effective public transit services within Okotoks	<b>D.1.1.a On-Demand Transit</b>	Direct door-to-door pick up and drop off service to all destinations within Okotoks.	<p>Vehicles owned by the Town, Service provided by a contracted third party.</p> <p>Only available within the developed Okotoks boundary.</p> <p>Operating Hours: Monday - Friday 5:30 am - 11:30 pm, Saturday, Sunday &amp; 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.</p> <p>Books of 10 paper tickets are available at the following locations only: Okotoks Municipal &amp; Recreation Centres, Medicine Shoppe, Save-On-Foods, Safeway and Sobeys using cash, debit, or credit cards.</p> <p>All owned vehicles are wheelchair accessible.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw and; provincial and federal regulatory/legislative standards.</p> <p>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.</p>
		<b>D.1.1.b Public Transit Inquiries and Assistance</b>	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.
<b>D.1.2 Shared Micromobility - E-scooters</b>	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.	<b>N/A</b>	N/A	<p>Contracted service through a third party.</p> <p>Only available within the developed Okotoks boundary.</p> <p>A typical e-scooter season runs from April to October, weather permitting.</p> <p>Cashless system. Riders are able to create accounts and book trips.</p>
<b>Sub - Programs</b>				
<b>D.2 Road Accessibility</b>				
<b>D.2.1 Snow Clearing and Ice Control</b>	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.	<b>N/A</b>	N/A	Compliance with the Okotoks Integrated and Accessible Transportation Policy - Snow and Ice Control Detailed Service Level, reviewed annually.
<b>D.2.2 Street Cleaning</b>	Street cleaning to all paved roadways and town parking lots.	<b>N/A</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
<b>Programs</b>				
<b>E. Business and Financial Management</b>				
<b>Sub - Programs</b>				
<b>E.1 Asset Management</b>				
<b>E.1.1 Recreation Asset Management and Maintenance</b>	Maintenance of the Town's recreation assets including indoor and outdoor facilities and amenities.	<b>E.1.1.a Recreation Facility and Amenities Maintenance</b>	Maintenance and asset renewal of recreation facilities and amenities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	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.
<b>E.1.2 Parks Asset Management and Maintenance</b>	Maintenance of the Town's Park assets including healthy turf.	<b>E.1.2.a Maintenance of Cemetery Grounds, Sport Fields, Parks and Manicured Areas</b>	Grass cutting, fertilizing, aerating, sweeping, of sports fields, parks and manicured Areas.	Firebreak strip provided adjacent private property line where topography permits. Mowing strip along primary pathways.  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.  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.
		<b>E.1.2.b Park Facility and Amenities Maintenance</b>	Maintenance and upgrade asset renewal of park facilities and amenities to ensure safe, well-maintained, well-functioning facilities for residents' enjoyment.	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.
<b>E.1.3 Building Asset Management and Maintenance</b>	Maintenance of the Town's building assets.	<b>E.1.3.a Emergent Building Repair</b>	Emergent repairs to provide environmentally responsible, safe and efficient building sites for client enjoyment.	Emergent repairs to maintain minimum industry standards.  Compliance with provincial and federal legislation/regulatory standards.
		<b>E.1.3.b Building Maintenance</b>	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".	Maintenance according to manufactures specifications and industry standards, within approved budgets.  Compliance with provincial and federal legislation/regulatory standards, codes & best practices.

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Services	Description	Sub-Services	Description	Level of Service
<b>E.1.4 Transportation Network Asset Management and Maintenance</b>	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.	<b>E.1.4.a Emergent Sidewalk Repair and Maintenance</b>	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.
		<b>E.1.4.b Maintenance of Bridge Structures</b>	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.
		<b>E.1.4.c Maintenance of Roadways</b>	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.
		<b>E.1.4.d Maintenance of Traffic Signs, Traffic Signals and Road Markings for Road Safety</b>	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.
<b>E.1.5 Public and Permanent Art Collection</b>	Facilitate procurement and maintenance of the Town's public and permanent art collection.	<b>E.1.5.a Management of Public and Permanent Art Collection</b>	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.

## Appendix A - Services and Service Level Inventory September 4, 2024

Services	Description	Sub-Services	Description	Level of Service
<b>E.1.6 Transit Fixed Asset Management and Maintenance</b>	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
<b>E.1.7 Water Distribution System Asset Management</b>	Management and stewardship of the Town's water supply, treatment and distribution assets.	<b>E.1.7.a Water Source &amp; Transmission Assets</b>	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 review completed based on asset type and criticality. Ongoing condition review of water source and transmission assets for repair or replacement. Compliance with provincial and federal regulatory/legislative requirements.
		<b>E.1.7.b Water Treatment Assets</b>	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 review completed based on asset type and criticality. Ongoing condition review of water treatment assets for repair or replacement. Compliance with provincial and federal regulatory/legislative requirements.
		<b>E.1.7.c Water Distribution Assets</b>	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 review completed based on asset type and criticality. Ongoing condition review of water distribution assets for repair or replacement. Compliance with provincial and federal regulatory/legislative requirements.
<b>E.1.8 Wastewater Collection and Treatment Asset Management</b>	Management and stewardship of the Town's wastewater collection and treatment assets.	<b>E.1.8.a Wastewater Collection Assets</b>	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 review completed based on asset type and criticality. Ongoing condition review of water source and transmission assets for repair or replacement. Compliance with provincial and federal regulatory/legislative requirements.
		<b>E.1.8.b Wastewater Treatment Assets</b>	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 review completed based on asset type and criticality. Ongoing condition review of wastewater treatment assets for repair or replacement. Compliance with provincial and federal regulatory/legislative requirements.

## Appendix A - Services and Service Level Inventory September 4, 2024

Services	Description	Sub-Services	Description	Level of Service
<b>E.1.9 Stormwater Drainage Assets</b>	Management and stewardship of the Town's stormwater drainage assets.	<b>E.1.9.a Stormwater Drainage Assets</b>	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'.	<p>Condition review completed based on asset type and criticality. Ongoing condition review of stormwater drainage assets for repair or replacement.</p> <p>Compliance with provincial and federal regulatory/legislative requirements.</p>
<b>Sub - Programs</b>				
<b>E.2 Business Development</b>				
<b>E.2.1 Fund Development</b>	Raising funds to support the delivery of Town of Okotoks services to the community.	<b>E.2.1.a Advertising Opportunities</b>	Provide businesses with advertising opportunities through agreements for Town of Okotoks physical spaces.	<p>Inventory varies based on availability and market demand and promotes the purchaser's brand, product or service.</p> <p>Terms and conditions are as identified in the Town of Okotoks Sponsorship and Naming Rights Policy.</p>
		<b>E.2.1.b Sponsorship Opportunities</b>	Provide businesses with sponsorship opportunities through agreements for Town of Okotoks naming rights, physical spaces, programs, services and events.	<p>Partnerships will be ongoing continuation of funds or in-kind.</p> <p>Inventory varies based on availability and market demand and provides opportunities for activation with specific use of branding/advertising.</p> <p>Opportunities will leverage the commercial benefit of a program, service, performance, event or facility.</p> <p>Sponsorship opportunities are available for various events.</p> <p>Terms and conditions are as identified in the Town of Okotoks Sponsorship and Naming Rights Policy.</p>

## Appendix A - Services and Service Level Inventory September 4, 2024

Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
E.3 Strategic and Business Planning				
<b>E.3.1 Corporate Alignment and Business Planning</b>	Align the Town's short, medium and long-term efforts to the Town's Strategic Plan and Municipal Development Plan	<b>E.3.1.a Strategic Planning</b>	<p>Town of Okotoks Strategic Plan is the primary directional plan that establishes Council's strategic priorities and expected outcomes. The Plan guides Town administration's corporate, business and financial planning activities.</p> <p>The Okotoks Council Strategic Plan priorities will be informed by the Town's Vision, Mission, Values, Municipal Development Plan, Long-Range Strategies, Council's knowledge of the community and community consultation through various community engagement methods.</p>	<p>Council develops the Town's four year Strategic Plan within 13 to 15 months following the municipal election. (Example Election October 2025 the Strategy is developed January to March 2027).</p> <p>Council meets every two years to formally review progress towards the achievement of expected strategic outcomes (priorities), to discuss emergent items and re-prioritize outcomes if required.</p>
		<b>E.3.1.b Corporate Business Plan</b>	Development and monitoring of a four year plan that contains the priority initiatives the organization is working on from the Council's Strategic Plan, the Municipal Development Plan, internal long term and medium plans, and organizational improvement initiatives.	<p>The Corporate Business Plan is a rolling four-year plan that is updated annually or as required.</p> <p>It is posted on the Town website within one week of Council approval.</p>
		<b>E.3.1.c Non-Statutory Plans</b>	Development, management and implementation of medium and long range plans such as master plans, technical service plans, strategics, frameworks and Business Centre Plans. This includes development of studies as needed. Examples include the Sanitary Servicing Master Plan, Environmental Master Plan and the Recreation, Parks and Leisure Master Plan.	Plans, strategies and frameworks are reviewed as required. Where applicable progress reporting completed through the Corporate Progress Report biannually.

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Services	Description	Sub-Services	Description	Level of Service
<b>E.3.2 Inter-governmental Relations and Advocacy</b>	Administrative liaison with other orders of government, other municipalities, and municipal partners to promote and progress the Town's advocacy strategy and priorities.	N/A	N/A	<p>Items are addressed on a priority and impact basis.</p> <p>Quarterly Okotoks/Foothills County Intermunicipal committee meetings with representatives from Town of Okotoks and Foothills County.</p> <p>Attendance at Alberta Municipalities and other municipal partnership committees as required.</p> <p>Compliance with Okotoks Mayor and Deputy Mayor's Roles Policy GP-B-2.1</p>
<b>Sub - Programs</b>				
<b>E.4 Financial Operations and Management</b>				
<b>E.4.1 Utility Account Management</b>	Management of utility accounts for water, wastewater, stormwater and solid waste (garbage, organics and recycling).	<b>E.4.1.a Account Set up and Closure</b>	Management of set up and closure of utility accounts.	<p>Utility accounts are set up with confirmed notification of change.</p> <p>Accounts are set up and closed within 5 business days. Service is provided in-person, by phone and online.</p>
		<b>E.4.1.b Utility Customer Billing Issuance and Payment Collection</b>	Management of billing and payment of utility accounts.	<p>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.</p> <p>When closing accounts, final bills are processed upon request.</p> <p>Payments are collected through pre-authorized withdrawals, online, by mail and in person at the Okotoks Municipal Centre as per hours below.</p>
<b>E.4.2 Accounts Payable</b>	Provision of accurate, timely processing of all vendor invoices and staff expense claims while ensuring policies and procedures are followed.	N/A	N/A	<p>Acknowledge response to vendor inquiries within 2 business days.</p> <p>Provide cheque runs once a month, Electronic Funds Transfer (EFT) runs bi-weekly.</p>
<b>E.4.3 Procurement</b>	Acquisition of goods and/or services, including the development and execution of contracts and managing the competitive bid process.	<b>E.4.3.a Procurement - Contracts</b>	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.

## Appendix A - Services and Service Level Inventory September 4, 2024

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Sub - Programs				
E.5 Community, Business and Financial Reporting				
<b>E.5.1 Corporate Budgeting and Reporting</b>	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.	<b>E.5.1.a Town's Annual Report</b>	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.
		<b>E.5.1.b Corporate Progress Report</b>	Provide progress and organizational performance reporting on initiatives listed in the Corporate Business Plan.	Reports are provided to Council twice a year to meet the needs for regular and formal communication.  The Corporate Progress Report is posted on the Town website within one week of presenting to Council.
		<b>E.5.1.c Town Budget</b>	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.
		<b>E.5.1.d Quarterly Variance Reports</b>	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				
<b>E.6.1 Property Assessment</b>	The delivery of accurate and equitable property assessments that are essential for the distribution of the annual tax levy.	<b>E.6.1.a Assessment Notice Roll Development</b>	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.

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Services	Description	Sub-Services	Description	Level of Service
		<b>E.6.1.b Assessment Inquiries</b>	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.
		<b>E.6.1.c Maintenance of the Assessment Roll</b>	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.
<b>E.6.2 Tax Account Management</b>	Administration of the annual and supplementary tax levy, pre-authorized payment system, school support declarations, property tax collection process and land title changes.	<b>E.6.2.a Annual and Supplemental Tax Levy Administration</b>	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.
		<b>E.6.2.b Annual Property Tax Levy</b>	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.
		<b>E.6.2.c Climate Energy Improvement Projects (CEIP) Tax Levy</b>	Prepare tax rates for climate energy improvement projects (CEIP).	Added to the Property Tax Notice, provided by May 30th of each year.
		<b>E.6.2.d Tax Payment and Collections</b>	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.
		<b>E.6.2.e Registered Land Title Updates</b>	Bi-monthly updates from the Province to the Town for property owner title changes.	Process on the 2nd and 16th of each month.

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Services	Description	Sub-Services	Description	Level of Service
Sub - Programs				
E.7 Communications, Marketing and Brand Management				
<b>E.7.1 External Communications and Marketing</b>	Distribution of information externally with the intent to inform and educate the public or to promote and encourage the public to take a certain action.	<b>E.7.1.a Marketing</b>	Create and distribute material with the intent to promote and encourage the public to purchase memberships; sign up for classes; buy tickets to shows; visit amenities; attend events; and promote the town as a place to invest, shop, live and visit.	Information will be provided through various channels including: <ul style="list-style-type: none"> <li>• Website</li> <li>• Social Media</li> <li>• Publications</li> <li>• Advertising and Promotion</li> <li>• Video, Photography and Multimedia</li> </ul>
		<b>E.7.1.b Communications and Public Relations</b>	Create and distribute information externally with the intent to inform and educate the public on various matters related to the Town's and Council's business, programs, services, projects, and amenities.	Information will be provided through various channels including: <ul style="list-style-type: none"> <li>• Website</li> <li>• Social Media</li> <li>• Publications</li> <li>• Advertising and Promotion</li> <li>• Video, Photography and Multimedia</li> </ul> <p>Newspaper ads - biweekly full-page Town Page ad plus business centre ads.</p>
		<b>E.7.1.c Media Relations</b>	All media relations activities are arranged including management of media relations, contacts and interviews; preparation of key messages, monitoring Town related media coverage, preparation and distribution of news releases, public service announcements and media advisories and media training. Also includes acting as a media liaison of the Mayor, and upon request for Council.	Media services are available 24/7/365. <p>Provide notice to media at least 24 hours prior to an event. For an emergent event, notice is immediate.</p> <p>Media inquiries are acknowledged within two hours whenever possible and always within one business day from the time of contact.</p> <p>Town responds to media inquiries and/or accommodates interview requests within requested or negotiated timelines.</p> <p>News releases are posted on the Town website, and emailed to each media outlet.</p>
<b>E.7.2 Brand Management</b>	Oversee and preserve integrity of the brand internally and externally (logo, typeface, messaging and tone). Application includes advertising, printed and digital materials, signage, and social media to ensure the brand is consistently applied and protected.	<b>N/A</b>	N/A	Requests for usage of the Town of Okotoks logo by a third party will be reviewed to meet Okotoks Brand Style Guide.

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Services	Description	Sub-Services	Description	Level of Service
<b>E.7.3 Digital Communications and Publications</b>	Develop, advise, and oversee standards for corporate external and internal websites, electronic communications, including advertisements and social media presence. Develop and maintain digital assets such as video and images. Develop and maintain content on Websites.	N/A	N/A	The Town's internal and external websites are available 24/7/365 outside of regular scheduled maintenance.
<b>E.7.4 Special Communication Events</b>	Develop, advise, and oversee standards for corporate external and internal websites, electronic communications, including advertisements and social media presence. Develop and maintain digital assets such as video and images. Develop and maintain content on Websites.	N/A	N/A	Communication of event within two weeks notice where possible.
<b>Programs</b>				
<b>F. Local and Regional Governance</b>				
Sub - Programs				
F.1 Local Governance				
<b>F.1.1 Council Representation</b>	Provide governance and financial oversight through legislated activities of Council including setting policy and priorities, and by determining appropriate service levels provided by the Town of Okotoks.	N/A	N/A	Compliance with Municipal Government Act, Okotoks Governing Principles Policy GP-A-1.0 and Okotoks Council's Roles and Responsibilities Policy GP-B-2.0
Sub - Programs				
F.2 Municipal Elections and Democratic Processes				
<b>F.2.1 Administrative Tribunals</b>	Provision of advice regarding legislative and procedural processes and processing of required information for Subdivision and Development Appeal Board (SDAB) and Assessment Review Boards (ARB).	<b>F.2.1.a Assessment Review Boards (Local, Composite and Preliminary)</b>	Statutorily mandated administrative tribunals to hear appeals of tax and assessment matters.	<p>Appeals are received, and hearings are scheduled within legislated timelines. One provincially trained Legislative Affairs Officer attends all ARB hearings to facilitate the orderly flow of the hearing and provide procedural advice.</p> <p>Local appeals must be submitted 21 days (complainant), seven days (assessor), and three days (complainant) prior to the hearing. Composite appeals must be submitted 42 days (complainant), 14 days (assessor) and seven days (complainant) prior to the hearing. All proceedings are record. Decisions must be written and distributed within 30 days.</p>

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Services	Description	Sub-Services	Description	Level of Service
		<b>F.2.1.b Subdivision and Development Appeal Board</b>	Statutorily mandated administrative tribunals to hear appeals of subdivision and development decisions of Planning and Development.	<p>Appeals are received, and hearings are scheduled within 30 days of receipt of the appeal. Applicants, appellants, business centres and Board members receive notices and agendas at least five days prior to the hearing.</p> <p>All proceedings are recorded. One provincially trained Legislative Affairs Officer attends all appeal hearings to facilitate the orderly flow of appeals and provide procedural advice.</p> <p>Decisions are provided to the parties of the appeal within 15 days of the hearing.</p>
<b>F.2.2 Council Committees</b>	Provision of advice regarding legislative and procedural processes for various Council committees.	<b>F.2.2.a Governance Committees</b>	Provision of support for the Committees as listed in the Okotoks Governance Committees of council Bylaw. Committee support includes procedural advice and other supports as required.	Compliance with the Okotoks Governance Committees of Council Bylaw.
		<b>F.2.2.b Committee Administrative Liaison</b>	Provide administrative support to Family and Community Support Services Committee And United Way/Okotoks Partnership Committees.	Compliance with Okotoks Governance Committees of Council Bylaw.
		<b>F.2.2.c Council Member(s) Appointments</b>	The appointment of Council members to committees/boards is at the Mayor's discretion.	Done annually at the organizational meeting.
		<b>F.2.2.d Council Member(s) Appointments</b>	The appointment of Council members to committees/boards is at the Mayor's discretion.	Done annually at the organizational meeting.
		<b>F.2.2.e Recruitment of Public Members</b>	Council committee Nomination Panel review applications and makes recommendations to Council on who to appoint.	<p>Advertising for recruitment of public members is done annually or when vacancies occur.</p> <p>Postings are advertised for three weeks or as required. Selected candidates are interviewed and recommended to Council at a regular meeting. Letters are sent to successful and unsuccessful applicants to inform them of the decision after the Council meeting.</p>
<b>F.2.3 Council Meetings</b>	Management of Council Meetings including development of agendas, drafting minutes, and circulating agenda packages, and other services as required.	<b>F.2.3.a Council Meeting Streaming</b>	The online streaming of all public Council and Council Committee meetings.	All Town Council meetings will be streamed live. One Legislative Officer manages this service during each meeting.

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Services	Description	Sub-Services	Description	Level of Service
		<b>F.2.3.b Council Meeting Management</b>	Management of Council Meetings including development of agendas, drafting minutes, and circulating agenda packages, assignment of action items after the Council meeting, and other Services as required.	Two Legislative Affairs Officers attend all Council meetings (one for streaming of meeting management). The agenda is published the Thursday before a regular Council meeting. Provision of advice regarding legislative and procedural processes as required.
<b>F.2.4 Municipal Elections</b>	Organization, coordination and delivery of municipal elections.	<b>F.2.4.a Election Voting Opportunities</b>	Facilitate the process of collecting and counting ballots cast by eligible voting residents to determine which candidates are elected to serve as Councillors or school trustees.	The general election is organized and conducted every four years as per legislation. Compliance with the Alberta Local Authorities Election Act, Municipal Government Act, School Act and Okotoks Election Procedures Bylaw.
		<b>F.2.4.b Election Candidates Nominations</b>	Management of established election standards and processes to election candidates.	The general election is organized and conducted every four years as per legislation. Compliance with the Alberta Local Authorities Election Act, Municipal Government Act, School Act. Additional services provided include a candidate's information handbook, education session, daily candidate Q & A's and posting of the same to the Town website.
<b>F.2.5 Public Notices and Advertisements</b>	Notices are developed and advertised to inform the public of hearings, meetings and workshops.	<b>N/A</b>	N/A	Compliance with the Alberta Municipal Government Act.
<b>F.2.6 Municipal Census</b>	Organization and coordination of municipal census.	<b>N/A</b>	N/A	Census is open for at least six weeks to allow residents time to provide information. Census information can be completed in person (at the door) or online. Census results are submitted to the provincial government by September 1 in the year the census was conducted.
<b>F.2.7 Community Engagement</b>	Planning, development of methods, coordination and guidance based on the Community Engagement Strategy and Toolkit. Lead the corporate level community engagement process related to informing; gauging; and increasing awareness of residents' and business' perceptions and opinions of the community, Council priorities, Town services and budget.	<b>F.2.7.a Community Engagement Stewardship</b>	Stewardship of the Town's Community Engagement Practice to ensure the Town's Community Engagement Policy meets the Municipal Government Act requirements and follows the practice established by the International Association for Public Participation.	Compliance with the Okotoks' Community Engagement Policy, and Administrative Guidelines.
		<b>F.2.7.b Budget Consultation</b>	Community engagement conducted to inform Town budget decision-making.	Provide decision-making information to create the approved budget as required. Results are shared with Council and available to the public within 14 days following the presentation to Council.

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Services	Description	Sub-Services	Description	Level of Service
		<b>F.2.7.c Community Survey</b>	Opportunity for households/businesses to provide their opinion, perceptions and levels of satisfaction with services, quality of life and governance tax strategies.	Community survey is conducted every four years. Survey is offered online or by phone with a target of a minimum of 400 households.  Results are shared with Council and available to the public within 14 days following the presentation to Council.
		<b>F.2.7.d Shape Our Town Okotoks</b>	An online platform to provide residents an opportunity to inform various Town issues, projects, initiatives and plans from across the organization. A range of engagement activities is provided, such as discussion forums, idea-generation boards, polls and surveys.	Content monitoring occurs 24/7/365 to address any challenges/issues that arise through a third party provider.
		<b>F.2.7.e MGA Community Engagement Opportunities</b>	Opportunities for residents to participate as prescribed by the Alberta Municipal Government Act (MGA).	Compliance with the Municipal Government Act.  Community engagement activities are developed to adhere to principles within Okotoks Community Engagement Policy and Administrative Guidelines.  The Town provides at least one week notice prior to community engagement activity taking place.  Formal reports on community engagement input are shared with the public.
		<b>F.2.7.f Other Community Engagement Opportunities</b>	Town offers opportunities for residents to provide input into community design, capital projects, customer client satisfaction and other items that have an impact on the community.	Community engagement activities are developed to adhere to principles within Okotoks Community Engagement Policy and Administrative Guidelines.  The Town provides at least one week notice prior to community engagement activity taking place.  Formal reports on community engagement input are shared with the public.

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Services	Description	Sub-Services	Description	Level of Service
<b>Town Facility Operating Hours</b>				
<b>Okotoks Eco Centre</b>		<b>Okotoks Family Resource Centre</b>		<b>Okotoks Municipal Centre</b>
Tuesday to Saturday	9:00am - 5:00pm	Monday - Friday	12:00 p.m., 1p.m. - 4:00p.m. closed holidays	Monday - Friday: 8:00 am - 4:00p.m. closed holidays
		<b>Okotoks Museum and Archives</b>		<b>Okotoks Southridge Centre</b>
Monday to Friday	5:30 a.m. – 10:00 p.m.	Monday - Saturday:	10:00 am - 5:00 pm	Monday - Friday: 8:00 am - 4:00p.m. closed holidays
Saturday	5:30 a.m. – 10:00 p.m.	<b>Okotoks Arts Gallery</b>		<b>Environmental Education Centre</b>
Sunday	8:00 a.m. – 6:00 p.m.	Monday - Saturday:	10:00 am - 5:00 pm	Friday: 9:00 am - 4:00 pm and/or prebooked programs