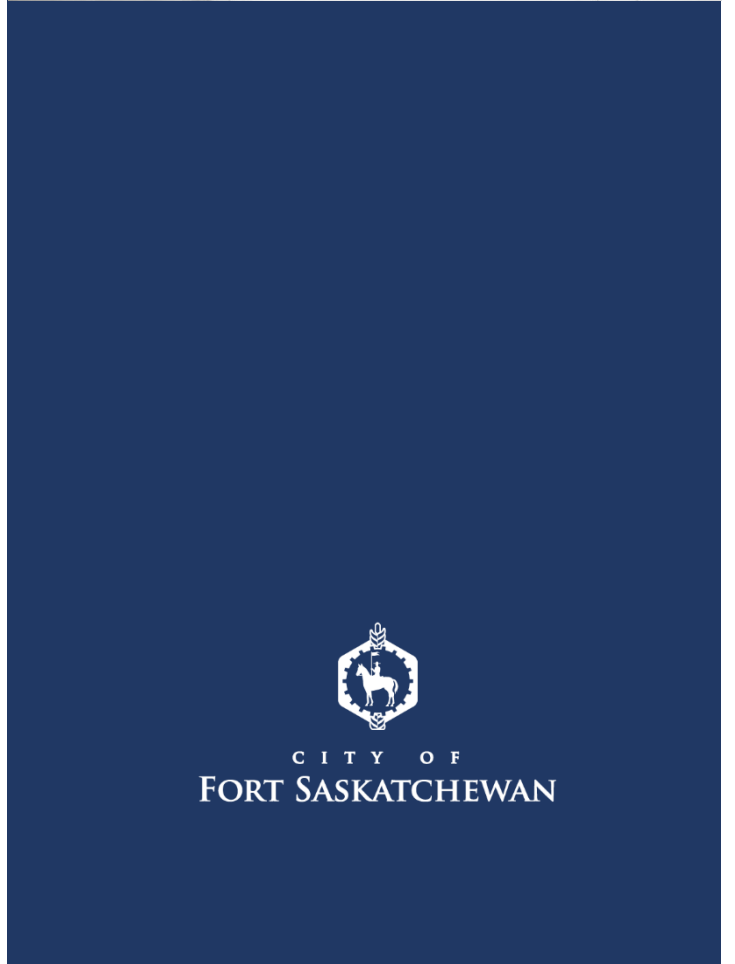


PUBLIC WORKS

Department Service Levels

Overview

The services at Public Works touch each citizen daily, safe roads and commutes, a relaxing experience in a park, and the convenience of public transit. Public Works is responsible for the policies, standards and programs that ensure the City's valuable infrastructure assets - our roads, transit, storm water facilities and parks - are optimally and sustainably maintained to promote a safe, reliable and beautiful community.



DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Local Transit Service

PBB Program Area Description/Overview:

Operates two distinct routes in Fort Saskatchewan, linking neighborhoods and major service areas, from Monday to Friday. Provide connection to commuter service to Edmonton. Operate and maintain bus stops and transit facilities. Oversee and manage operator contract. Coordinate grant application and advertising on transit fleet and infrastructure. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a reliable system to residents in need of transportation and an alternative to use of private vehicles within Fort Saskatchewan.

Inventory/Volume/Demand: 2019 to 2023 Data:

2019 Ridership	69,212 trips
2020 (During Pandemic)	41,977 trips
2021 (During Pandemic)	39,660 trips
2022 Ridership	59,918 trips
2023 Ridership	67,557 trips

In 2023, Local and Commuter transit programs received 20 service requests through Fort Report. The average time to close a request was 16 days. Most requests for information are immediately answered by phone.

Frequency or Response Timing:

Local service: Provides 2 routes with 30-minute fixed route/loop service starting and ending at Dow Centennial Centre, scheduled as follows:

Weekday: Local Route 582 – 5:30 am to 8:30 pm

Weekday: Local Route 583 – 5:30 am to 8:30 pm

Weekend: No service.

Standard Operating Procedures/Specifications: Transit Service Standards.

Policy Alignment: Well Planned Community.

Legislation, Regulations or Standards: Transit Service Standards; Canada Transportation Act; Fees and Charges Bylaw, Fees and Charges Policy and Procedures

Profile of Users: General Public. Fares are developed with consideration of age groups such as children, students, adults and seniors. The Everyone Rides Program is available for low-income riders.

Other Data as Required Necessary to Undertake Reviews of Service Levels:

Route Coverage: Transit routes are spaced so that 85% of households within the service area (or City boundaries) are within a 400-metre walking distance of weekday transit.

Service Reliability and on-Time Performance: A transit vehicle will depart from key timing points from 0 minutes before to 5 minutes after scheduled departure time, on 90% of trips.

Ridership: . If the ridership is averaging four boardings per hour or less over six consecutive months, the service level should be adjusted. Any adjustments will need to ensure that the service coverage requirement is still met. Additional service and/or an increase in vehicle capacity may be warranted when:

- The passenger load reaches 100% of the vehicle's seating capacity over 3 consecutive months.
- There is an increase in the number of pass-ups occurring. A pass-up occurs when a bus is too full to allow any additional passengers to board a bus. Passengers are “passed-up” and must wait at the bus stop for the next scheduled bus.
- There is a decrease in on-time performance resulting from the additional dwell time associated with the frequent boardings and alightings.

Commuter Transit Service

PBB Program Area Description/Overview:

Link Fort Saskatchewan local transit route to Bethel Transit Terminal in Sherwood Park on weekdays. Oversee and manage service contract with the City of Edmonton. Liaise with regional transit groups. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a reliable system to residents in needs of transportation and an alternative to use of private vehicle for travel to and from Sherwood Park and Edmonton . Align with regional objectives of connectivity and growth.

Inventory/Volume/Demand: 2019 and 2022 Data:

2019 Ridership	31,534 trips.
2020 (During Pandemic)	14,476 trips.
2021 (During Pandemic)	8,481 trips
2022 Ridership	16,877trips
2023 Rider	18,443 trips

In 2023, local and commuter transit programs received 20 service requests through Fort Report. The average time to close a request was 16 days. Most requests for information are answered immediately by phone.

Frequency or Response Timing:

Between September and April, commuter service program provides 12.3 platform hours per day, with 30 minutes peak time, with a route linking Dow Centennial Centre in Fort Saskatchewan to Bethel Transit Terminal in Sherwood Park, as follows: Weekday – Commuter Route 600 –5:15 am to 18:40pm.

Between May and August, the commuter service provides 8.4platform hours per day, on a hourly schedule, with a route linking Dow Centennial Centre in Fort Saskatchewan to Bethel Transit Terminal in Sherwood Park, as follows: Weekday – Commuter Route 600 5:15 am to 19.10 pm .

Standard Operating Procedures/Specifications: Transit Service Standards

Policy Alignment: N/A

Legislation, Regulations or Standards: Transit Service Standards; Canada Transportation Act; Fees and Charges Bylaw, Fees and Charges Policy and Procedures.

Profile of Users: General Public. Fares are developed with consideration of age groups such as children, students, adults and seniors. The Everyone Rides Program is available for low-income individuals.

Other Data as Required Necessary to Undertake Reviews of Service Levels:

Ridership: The ridership is averaging four boardings per hour or less over six consecutive months, the service level should be adjusted.

Regional collaboration and discussion with other municipalities is on-going.

Other: Other considerations to grow ridership and/or reduce operating costs include fare pricing, on-time performance, customer and driver feedback, service delivery model, vehicle size and walking distance to stops.

Cemetery Operations

PBB Program Area Description/Overview:

Maintain cemetery turf and infrastructure. Process requests to access sites, sale of plots and services. Open and close sites and provide access to columbarium areas. Manage cemetery expansion through the Cemetery Master Plan. Maintain records. Manage and operate in accordance with the Cemetery Bylaw and Cemeteries Act.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a controlled space for the burial of human remains in dignity.

Inventory/Volume/Demand: 2023 Inventory: 4.23 ha land; 3,628 Interment plots; 384 cremation niches; 1.5 km gravel road; 75 - 100 requests/events per year.

Frequency or Response Timing: Mowing: 1 time per week; Waste removal: 1 time per week; Snow removal: Priority 4; Spring water: Pump surface water over 2 days.

Request: Process about 75 - 100 requests/events per year, plot sales and services, open and close sites during weekdays and weekends, within 2-business days' notice.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A; Snow Removal & Ice Control GEN-042-A; Turf Installation & Maintenance GEN-043-A.

Policy Alignment: Thriving Recreation, Culture and Parks; Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Cemeteries Act; Cemeteries Act General Regulation; Community Standards Bylaw C1-21; Parkland Bylaw; Cemetery Bylaw C10-17; Fees and Charges Bylaw; Fort Saskatchewan Cemetery Master Plan.

Profile of Users: General public, residents, and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle.

Litter and Garbage Control

PBB Program Area Description/Overview:

Empty and maintain in all outdoor public spaces waste receptacles and dog bags. Apply prioritization schedules in relation to areas, functions, and special events. Follow regular routes and waste pick up schedules. Litter picking throughout City. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and clean outdoor public spaces; Collect and dispose of waste produced by outdoor public space users; Prevent incidents and manage risk.

Inventory/Volume/Demand: 2023 Inventory: 455 waste receptacles; 35 cigarette butt receptacles, 69 dog bag dispensers; 525 benches; 288 bollards, 222 picnic tables.

In 2023, this program received 199 requests for service through Fort Report. An additional 257 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Outdoor rinks: Daily, during season.

Wetlands, parks open spaces, City trails, schoolyards, and non-school playgrounds: 1 time per week.

Downtown, Highway, Bulk Water Station, Dog Park, Henderson Park, and River Valley Trails: 2 times per week.

WRE Pavilion & site and Spray Park: 2 time per week or 3 times per week, during peak season.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Community Standards Bylaw C1-21; Parkland Bylaw 1952; Waste Bylaw C16-18.

Profile of Users: General Public. Residents and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Open Space Turf Maintenance

PBB Program Area Description/Overview:

Maintain outdoor public open spaces through the scheduling and implementation of mowing, weed control, pest control, aeration, and fertilization programs. Liaise with community Minor Ball Association for the Maintenance Agreement and other groups as required. Review Area Structure Plans. Inspect new developments at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and well-maintained public spaces to users. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2023 Inventory: 16 ha of Sports Fields; 169 ha of Park Turf; 240 ha of Highway Buffer and Roadside Mowing.

In 2023, this program received 51 requests for service through Fort Report. An additional 257 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Mowing: Push Mowing, Cemetery, High Profile/Visibility Mowing, Parks Mowing and Sports fields: 1 time per week. Highway Buffer Mowing: 1 time per week. Secondary Roads and Reserves Mowing and Highway Roadside Mowing: 3 times per year. Nordic Ski Trails: 2 times per year.

Weed control: Applied as follows: High quality sports fields and high visibility areas: 3 weeds/m². School, playgrounds, and day cares: 6 weeds/m². Parks and open Spaces: 6 weeds/m². Highway buffers, ditches, and secondary roads: 10 weeds/ m². Landscaped and naturalized beds: number of weeds in relation to size of bed. Hard landscaping and undeveloped areas: As required.

Vertebrate pest control: Moles: Action taken when 3 mounds/m², with mound appearing overnight. Gophers: Action taken when 3 burrows/5m², with consistent activity in the area.

Standard Operating Procedures/Specifications: Integrated Pest Management Program GEN-036-A; Turf Installation & Maintenance Gen-043-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Alberta Weed Control Act; Weed Control Regulation; Parkland Bylaw.

Profile of Users: General Public, Parks users and visitors and Minor sports groups.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Playground and Outdoor Venue Maintenance

PBB Program Area Description/Overview:

Inspect and maintain toboggan hills, all outdoor ice surfaces, snowbank ice surface, and all City playgrounds. Inspect and maintain all school playgrounds under the conditions of Reciprocal Use Agreements. Ensure facilities are safe to all users, and compliant with CSA standards. Liaise with School Parent groups to advise on acceptable playground equipment for new or replacement school playgrounds. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe outdoor recreational and play areas to the general public, children, and families. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2023 Inventory:34 Playgrounds; 3Outdoor Rinks; 9 Snowbank Rinks; 6 Toboggan Hills; 2 ice slides. 1 Skating loop on pond, 1 bandshell, 2 gazebos, 7 outlooks . In 2023, this program received 80

requests for service through Fort Report. An additional 257 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Toboggan hill: Pre-season inspection for hazard and clean up: 1 time per year. Post season inspection for clean up: 1 time per year. In-season: weekly inspection for hazard and clean up.

Boarded outdoor ice surfaces: Daily: Inspect ice surface, boards and associated amenities located at RCMP Park and Mowat Park. Staff on site: 7 days per week. Public hours: 4 pm to 9 pm weekdays; 1 pm to 8 pm weekends and holidays.

Snowbank ice surfaces: Weekly: inspect and maintain snowbank ice surfaces. Clear and flood surface as required. Public hours: 6 am to 11 pm.

Playgrounds: Weekly routine inspection and maintenance from May 1 to August 31. Monthly, in-depth inspection for hazards. Scheduled inspection by third party auditor every 3 years. Compliance CSA inspection upon installation of new playground.

West River's Edge Skating Loop: Measure ice thickness regularly. Minimum 12-15 inches required for equipment and operation. Clear and flood surface as required. Available during daytime, natural light, 7 days per week.

Standard Operating Procedures/Specifications: Outdoor Rinks Maintenance and Repair GEN-037-A; Playground Installation & Maintenance GEN-039-A; Toboggan Hill Inspection Repair & Maintenance GEN-041-A; OHS New Files: WRE Skating Loop Operation.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Alberta Fish and Wildlife Regulations; 2015 Recreation Facilities and Parks Master Plan Update.

Profile of Users: General public, children and families.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Future Open Spaces Master Plan.

Trail, Pathway and Sidewalk Clearing and Pathway Maintenance

PBB Program Area Description/Overview:

Remove snow, sand and rocks from walking trails, sidewalks and City buildings to provide safe access and activities to users. Apply prioritization schedules in relation to areas, functions and weather conditions. Inspect and maintain trails and pathways by grinding, crack filling and asphalt patching. Direct contractor for large asphalt repairs. Liaise with Nordic Ski Club for Track Setting Agreement. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe trails, sidewalks and pathways in public places. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2023 Inventory: 80.3 km of paved Trails; 147.5 km Total City Sidewalk of which 31.5 km of City sidewalks are maintained for snow clearing; 14 City buildings/sites.

In 2023 this program received 81 requests for service through Fort Report. An additional 257 service requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Priority 1: City buildings and medians, within 24 hours of snowfall.

Priority 2: City sidewalks S1 route, within 24 hours of snowfall, except on Sundays and holidays. S2 Route, within 48 hours of snowfall.

Priority 3: Bus stops as soon as priorities 1 and 2 are complete.

Priority 4: Cemetery, Monday to Friday, no weekends or holidays with the exception for a request for a large funeral. As soon as priorities 1, 2 and 3 are complete.

Priority 5: Trails (T1, T2 and T3 routes), Monday to Friday, as soon as priorities 1, 2, 3 and 4 are complete.

Priority 6: Boarded ice surfaces, within 24 hours of snowfall. May be forgone by priorities 1-5.

Priority 7: Leisure ice surfaces, within 24 hours of snowfall. May be forgone for priorities 1-5.

Standard Operating Procedures/Specifications: Snow Removal & Ice Control GEN-042-A; Trail Snow Clearing Map.

Policy Alignment: Thriving Recreation, Culture and Parks; Safe community; Vision Zero.

Profile of Users: General public, residents, and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Tree and Shrub Maintenance and Horticulture

PBB Program Area Description/Overview:

Inspect and maintain shrub beds, newly planted trees, all boulevard trees, park trees, highway buffer trees, River Valley trees and annual City flower program. Respond to tree and plant damage caused by extreme weather conditions. Perform tree removal and stump treatment/removal. Manage the annual tree replacement program. Review Area Structure Plan. Inspect new development at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Apply prioritization schedules in relation to areas, functions, trees/plants and weather conditions. Answer and address public requests and complaints.

Reason for Offering: Maintain natural assets. Beautification of public spaces. Prevent incidents and manage risk associated with trees, shrubs and horticulture.

Inventory/Volume/Demand: 2023 Inventory: approximately 18,800, and 805 shrub beds.

In 2023, this program received 2227 requests for service through Fort Report. An additional 257 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Shrub beds: 3 major inspections/detailed maintenance per year, spring, summer and fall.

New trees: To be maintained (watering, staking, trimming, removal of leaves and litter, weeding, and mulch...) for 3 years.

Boulevard trees: Pruning to give 14 feet street clearance and 10 feet sidewalk clearance, every 7-10 years.

Park trees: To give 10 feet mowing clearance, every 7-10 years.

Highway buffer trees: Inspected annually.

River valley trees: Inspected bi-annually as part of trail inspections.

Electrical pruning: 7 meters clearance, as per Fortis notification.

Tree removal: As required.

Standard Operating Procedures/Specifications: Shrub Bed Installation & Maintenance GEN-040-A; Tree Installation & Maintenance GEN-044-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Profile of Users: General public.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Asset Lifecycle; Engineering Standards; Upcoming Parks Master Plan.

Events and Festivals

PBB Program Area Description/Overview:

Review special event permits and provide support including delivering and picking up signage, barricades, benches, and waste receptacles. Support City parade float program by decorating and driving parade float.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Support special events coordinated by the Culture and Recreation Department. Provide equipment and services needed, resulting in safe events.

Inventory/Volume/Demand: 2019: 54 events.
2020: 47 events
2021: 59 events
2022: 77 events
2023: 78 events

Frequency or Response Timing:

Event permits: Review Special Event Permit within deadline provided by the Culture and Recreation Department’s Special Event Coordinator.

Garbage control: Provide garbage receptacles as required in event permit. Empty receptacles and remove waste from event site on following weekday.

Canada Day / Legacy Park Family Festival: Provide 2-4 staff to manage waste on site.

Frequency and response timing is set through the Special Event Permit Process found on City of Fort Saskatchewan website.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A; Culture & Recreation Special Event Permit found on City of Fort Saskatchewan website.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Community Standards Bylaw C1-21; Parkland Bylaw 1952; Waste Bylaw C16-18

Profile of Users: General Public.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Road and Bridge Maintenance

PBB Program Area Description/Overview:

Operate, maintain, inspect and repair municipal road infrastructure and equipment to meet community public safety standards as determined by industry and relevant legislation. This includes crack-filling, asphalt patching, concrete repairs, curb and sidewalk repairs, and sweeping and washing of roadways and bridges. Direct contractors for large asphalt repairs which are beyond City staff's expertise. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and reliable road and bridge infrastructure to residents and visitors.

Inventory/Volume/Demand: 2023 Inventory: 33 km centre line Highway; 37 km centre line Rural; 131 centre line Urban, 15 km centre line Alley for a total of 216 centre line road. 80 km of city paved trails, 148 km of city sidewalk: 6 road bridges, 6 pedestrian bridges on trails and 14 major culverts.

In 2023, the Roads business unit received 386 requests for service through Fort Report for roads maintenance and construction. The average time to close a request was 10 days.

Frequency or Response Timing:

Road: Yearly maintenance as required. A plan is developed yearly to address small repairs (e.g., pothole, crack filling and concrete) on roads.

Bridge inspection: Each bridge / culvert is inspected by a third-party engineer on a 2-year rotation.

Street sweeping: Spring: 1 time per year as a full sweep in the City, all roads and parking. Summer: As needed. Fall, leaves pick up as needed.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Roads and trails: Design and build: Engineering and Servicing Standards as found on City of Fort Saskatchewan website. Small repairs and maintenance (not including Road Replacement/Rehab Program) are determined through service requests, visual inspections and work orders.

Bridge inspection: Ontario Inspection Structure Manual/ OSIM.

Street sweeping: Disposal at approved landfill facility.

Road or pathway disruption: A Traffic Disruption Permit or Special Use of Public Property Permit (where applicable) must be completed and approved by the Roads and UT Manager or delegate.

Excavation: Excavation permit must be completed and approved by the Roads and UT Manager or delegate.

Policy Alignment: Safe community; Vision Zero.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle Act Alberta Transportation Manual of Standard Signs and Pavement Markings; Traffic Safety Act; Environmental Protection and Enhancement Act; Traffic Bylaw C9-04.

Profile of Users: General public, all types of vehicles, and pedestrians.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.

Snow Clearing and Ice Control

PBB Program Area Description/Overview:

Inspect and maintain roadways and City-owned parking lots to ensure safe usage of vehicle traffic through the winter by plowing and sanding as per priority schedule. Haul snow as required to an approved disposal facility outside of the City. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a safe road surface for vehicles and pedestrians.

Inventory/Volume/Demand: 2023 Inventory: 33 km centre line on each direction of the highway, 37 km, centre line rural road and 131 km, centre line urban road, 15 centre line km of alley for a total of for a total of 216 km centre line road. 38 parking lots. Residential snow clearing is completed 2 times per year in average pending on weather. Throughout the year, there are in average 72.7 snowfall days, and 539mm (21.22") of snow is accumulated.

In 2023, the Roads business unit received 72 requests for service for snow removal through Fort Report. The average time to close a request was 13 days.

Frequency or Response Timing: Immediate Response: Snow and ice control is performed for Priority 1 – 4 at the beginning of snowfall. Weather forecast is also considered in this decision.

Snow Clearing Priorities:

- Priority 1 Highways (15 and 21)
- Priority 2 Arterials (e.g., Southfort drive, 86 Ave)
- Priority 3 Collectors (e.g., Sherridon Drive)
- Priority 4 Industrial/Rural (e.g. 111 Street, TWP 542)
- Priority 5 Residential (e.g., Bridgeview, Westpark neighborhoods)
- Priority 6 Alleys

Parking Clearing Priority:

- Priority 1 Fire Department, RCMP and Dow Centennial Centre (within 24 hours)
- Priority 2 City Hall and other City buildings and public parking

Residential Snow Clearing: Clearing is addressed when snowpack is 75 mm. Average 10-day schedule. This meets current resources for Road operations and Municipal Enforcement.

Standard Operating Procedures/Specifications:

Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Snow events: From November to March, the Roads Operator staff schedule is adjusted to allow for snow clearing, almost 24/7 coverage. Three crews of 4 staff are divided in 3 teams, covering weekday, weeknight, and weekend shifts. Each snow clearing and ice control events is unique. They are evaluated prior to and during the event. A schedule for snow clearing and ice control is determined based on priority area, staffing, vendor, and equipment availability.

Residential snow clearing: Each event is mapped out and advertised electronically through the City's website or social media. The City is divided into approximately 10 zones, for a 10-day schedule. Municipal Enforcement collaborates with the Roads team to move vehicles off the streets.

Snow hauling: Where snow storage is not available, snow hauling will be performed in streets and back-alleys. The City uses contracted services for this task and hauls snow at a Strathcona County snowmelt facility.

Policy Alignment: Safe Community. Vision Zero.

Legislation, Regulations or Standards: Snow Removal Bylaw C4-10; Snow Disposal Guidelines for the Province of Alberta.

Profile of Users: General public, all types of vehicles and pedestrians.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.

Storm Water Drainage and Ditches

PBB Program Area Description/Overview:

Operate, maintain, inspect and repair municipal storm water infrastructure and equipment such as pipes, ponds, ditches, culverts and manholes to ensure flow capacity of the underground and surface systems. Ensure compliance with applicable legislation. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Drain storm water from roads and land through storm water facilities, infrastructures, evaporation or infiltration.

Inventory/Volume/Demand: 2022 Inventory: 84.7 km Gravity storm pipe Main, 21.9 km Storm pipe CB Lead and 0.5 km Storm pipe Sub Drain for a total of 107.1km storm pipe.

35 (2.8 km) storm swales, 1,686 catch basin units, 1,201 manhole units, 9 dry storm water facility ponds and 11 wet storm facility ponds. Two additional wet ponds are currently under final stage of construction and acceptance.

In 2023, the Roads business unit received 20 requests for service associated with drainage through Fort Report. The average time to close a request was 28 days.

Frequency or Response Timing:

Preventative maintenance: Camera and flushing: 10-year schedule.

Catch basin vacuum, main and collectors: 10-year schedule. Schedule under review.

Storm ponds: Wet storm ponds are assessed for detailed water quality every 3-5 years and for sludge capacity every 5-10 years (shallow ponds) and 10-15 years (deep ponds). Routine water quality tests are performed yearly for each wet ponds.

Surface drainage: A surface drainage maintenance schedule is proposed in the 2018 Surface Drainage Assessment and Operation/Maintenance Plan. It has been extended to a 10-year plan.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Design and build: Engineering and Servicing Standards. Most small repairs and maintenance (not including roads replacement) are determined through service requests, visual inspection and work orders.

Culverts: Major culverts are inspected through bridge inspections, on a 2-year rotation.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway

and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle Act Alberta Transportation Manual of Standard Signs and Pavement Markings, Environmental Protection and Enhancement Act

Profile of Users: General public. Residents, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, financial resources allocated to program, and staff resources and community growth.

Traffic Control and Lighting

PBB Program Area Description/Overview:

Operate all traffic lights throughout the City. Perform monthly testing of high load sensors for height restriction of bridges over Highway 15. Provide traffic light-turning services for high loads on the highway corridor. Inspect, monitor, maintain and repair roadway signs and traffic control signals at signalized intersections and crosswalks. Complete painting of roadways, city-owned parking lots and pedestrian crosswalk markings. Manage railway crossings agreement. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Control and regulate traffic at all intersections throughout the City, resulting in vehicle and pedestrian safety.

Inventory/Volume/Demand: 2023 Inventory: 10 highway traffic light Intersections, 15 inner city traffic light intersections, 10 city half signal including school zones, 43 crossing signals, 1 high load sensors on Highway 15 and processed 38 light turning permits.

In 2023, the Roads business unit received 235 requests for service through Fort Report for traffic, parking, signs, and signals. The average time to close a request was 10 days.

Frequency or Response Timing:

Line painting: Long line painting on the highway, major roads, and arterials: 2 times per year. Hand painting (using walk behind painter- e.g., parking): Crosswalks and stop bars, once a year; street parking: 1 time per year. Parking lots as needed. Rainbow cross walk are painted every second year.

Traffic light maintenance: Performed by third party. Lighting control: Monthly inspection. Visual inspection of infrastructure; 1 time per year. Ultrasonic anchor bolt inspection on turn style poles on highway 21 and 15: 1 time per year.

Light turning: Request can be permitted and serviced within 24 hours.

Standard Operating Procedures/Specifications:

Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Light turning: A Traffic Light Turning Request Form must be completed and approved by the Roads and UT Manager or delegate through lightturning@fortsask.ca.

Right-Of-Way sign: A Road Right-of-Way Sign Permit must be completed and approved by the Roads and UT Manager or delegate.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle Act Alberta Transportation Manual of Standard Signs and Pavement Markings; Traffic Safety Act; Traffic Bylaw C9-04; Fees and Charges Bylaw

Profile of Users: General public, residents, visitors, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.