

# Parks, Recreation, & Culture

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SERVICE LEVELS & STANDARDS

# General Overview

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Responsible for the operation and maintenance of Municipal facilities, Parks, Trails, Horticulture, Cemeteries, Sports Fields, and Playgrounds. Also responsible for recreational programming, rentals and bookings of recreational space, and the planning and implementation of corporate and community events.

**Service Type** - Ancillary services that are important for the Town to achieve its desired outcomes and priorities to meet citizen needs. Service level adjustments may be considered, respecting any legislative requirements in place.

## **Funding Sources –**

- General Tax Levy
- Grants and Sponsorships
- User Fees

# Staff Resource Levels

Employee Type	Job Title	Notes
(5) FTE Administration	-Director (1) -Facilities Administrator (1) -Cemeteries Administrator (1) -Community Events Administrator (1) -Community Recreation Administrator (1)	Salary
(10) FTE Facility Operations	- Facility Lead Hands (2) - Facility Operators (7) - Maintenance/Cleaner (1)	Hourly
(2) FTE Split Roles	-Facility/Cemetery Operator (1) -Cemetery Lead/PW Operator (1)	- Works as a facility operator November – April. Works as cemetery operator May – October. - Works as Cemetery Lead April – October. Joins PW from November – March.
(2) Seasonal	-Facility Operator (2)	-Contract employee from May – October.
(13) Summer Students	- Parks Labourer (9) -Cemetery Labourer (2) -Horticulture (2)	- Contract employee from May – August.

# General Service Descriptions

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Facilities Operations  
& Maintenance



Corporate &  
Community Events



Parks, Trails, and  
Horticulture



Cemetery Operations  
& Maintenance



Programming,  
Rentals, and Bookings



Sports Fields &  
Playground  
Maintenance

# Service Standard Methodology

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- Clear, measurable benchmarks that define how services are delivered.
- Ensure consistency, reliability, predictability, and quality.
- Define specific, quantifiable criteria. Examples:
  - Response time within 24 hours
  - Grass cut to a height of 3-inches, every 5-7 business days
  - Inspection completed daily, weekly, monthly, or annually.
  - Building Condition Assessment completed every 5 years.
  - Parking lot snow removal completed by 7am on same day as snowfall.
  - Sports fields open for the season on May 1<sup>st</sup>.
  - Splash Pad will operate from June 1<sup>st</sup> – September 30<sup>th</sup>, 9am-7pm daily.

# Facility Operations & Maintenance

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## Sub-Services:

- Facility Operations
- Cleaning and Janitorial
- Building Maintenance
- Testing and Inspections
- Parking Lot Snow Removal

## Facility List (9):

- Best and Bash Arena
- Administration Building at 99 Advance
- Town Hall
- Library
- Train Station
- Selby Community Hall
- North Fred Community Hall
- South Fred Community Hall
- 12 Market Square

# Corporate & Community Events

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## Sub-Services:

- Corporate Events
- Community Halls
- Community Events

## Corporate Events List (7):

- Earth Day Seedling Giveaway
- Canada Day
- Movie in the Park (3 each summer)
- Trunk or Treat
- Indoor Markets (2 per year)
- Light up the Park
- Parade of Lights

# Parks, Trails, and Horticulture

## Sub-Services:

- Parks Maintenance
- Garbage Removal
- Trails Maintenance
- Boat Launches & Docks
- Horticulture & Beautification

9 Community Parks	5 Neighbourhood Parks	11 Parkette's
44 Municipal Property's	14 Utilities Property	42 Garbage Receptacles
3 Trails	4 Municipal Boat Launches	35 Community Gardens & Flower Beds
48 Hanging Flower Baskets	20 Large Planters and 14 Small Planters	18 Bridge Baskets

# Cemetery Operations & Maintenance

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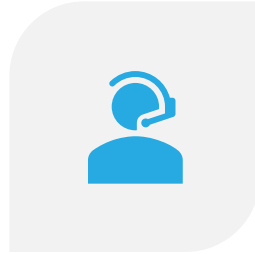
## Sub-Services:

- Cemetery Administration & Operations
  - Burial Services
  - Invoice & Payment Processing
  - Plot Purchasing and Transfers
  - Record Management and Mapping
- Cemetery Maintenance
  - Grass cutting & trimming
  - Tree Maintenance
  - Land Clearing & Ground Leveling
  - Burials & Monument Restoration

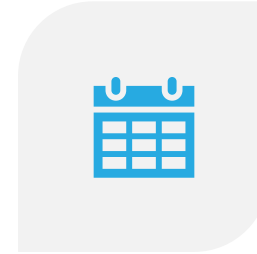
## Cemetery List:

- Active (4)
  - Riverside
  - Riverview
  - Roblin
  - Sandhill
- In-Active (36)

# Programming, Rentals, and Bookings



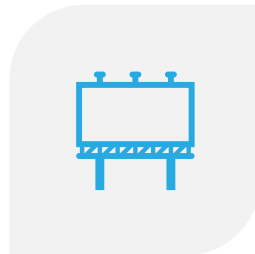
CUSTOMER SERVICE



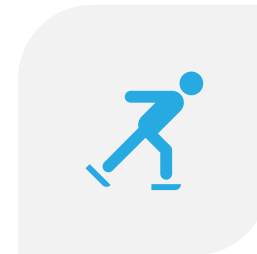
PLANNING &  
SCHEDULING



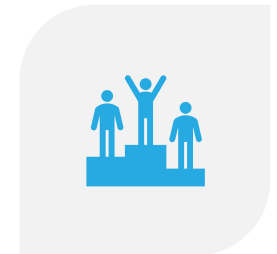
MOBILE VENDOR  
PERMITS



ADVERTISING



PRE-SCHOOL SKATING  
PROGRAM



SKATING OPPORTUNITY  
SPONSORSHIPS

# Sports Fields & Playgrounds

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Soccer Field  
Maintenance



Ball Diamond  
Maintenance



Outdoor  
Sport Courts



Playgrounds



Splash Pad



Skate Park

-9 Soccer Fields Locations

-9 Ball Diamonds

-3 Outdoor Courts

-15 Playgrounds

-1 Splash Pad

-1 Skate Park

Questions??

