

Appendix B

Levels of Service

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Levels of Service

Levels of service provide a measuring stick to ensure that municipal infrastructure is maintained to a standard that protects the Municipality's investments in it. By establishing a level of service, the Municipality will be able undertake measures to repair, upgrade or better all municipal assets over their lifespan. The intent of establishing levels of service is also to ensure that regulatory requirements are met, notably, the minimum maintenance standards for municipal highways (Ontario Regulation 239/02).

The levels of service set out in the following pages provide a written series of procedures that will guide Council in making financial decisions designed to maintain all of the Municipality's capital assets to the level appropriate for the Municipality given its relative priorities, available financing and minimum legislated requirements. The service level standards are meant to ensure the delivery of a quality level of services and an appropriate measure of accountability to municipal taxpayers.

The levels of service are organized by the type of asset or infrastructure and a series of objectives to be achieved through adherence to specific standards or levels of service. The following target measures have been set:

Bridges – No Load Posted Structures.

Structures will be maintained to carry the loads for which they were originally designed.

Roads – Minimum Overall Road System Adequacy of 91%.

The Municipality's goal is to maintain, as a minimum, the current system adequacy rating of 91% as calculated using MTO Inventory Condition Manual, 1991.

Vehicles – Utilization to Expected Service Life

Vehicles shall be maintained and operated to ensure they are available for use throughout their expected service lives. In other words, vehicles will last for the period of time over which they are intended (amortized).

Buildings – Building Use Exceeds Its Expected Service Life

Building maintenance and upgrades shall be undertaken to ensure, as a minimum, the expected useful service life of each building is realized, with the goal of using each building beyond its useful service life.

These performance targets will serve as the starting point for ongoing reviews and improvements to the Plan. By monitoring the Municipality's ability to achieve these targets through the implementation of its existing Asset Management Plan, required revisions to the Plan (including any required revisions to the targets and levels of service themselves) will become apparent.

Section 1: Bridges

Asset Type: Bridges (including Culverts ≥ 3.0 span)

Category No. 1-1

Effective Date: December 31, 2013

Bridges:

- **Objectives**

- To ensure safe vehicular and pedestrian passage as part of an efficient transportation network.
- To protect public investment in all bridge structures
- To comply with Ontario Reg. 239/02

Bridges:

- **Level of Service**

- Annual bridge reinvestment shall be undertaken to maintain the bridge network asset .
- Bridge deck spalls and bridge deck surfaces shall be repaired in accordance with O. Reg 239/02.
- All bridges will be inspected every second year by a Professional Engineer to ensure compliance with provincial legislation and regulations.
- Bridges shall be planned for replacement upon reaching their useful lifespan.
- Bridges shall be maintained and/or rehabilitated to ensure permitted loading to the level for which the bridge was designed.
- Bridges shall be programmed for replacement in advance of load restriction posting.
- Priority will be given to interventions directly related to maintaining the loading capabilities of the structure and /or realization or extension of its useful service life, provided no other safety or operational issues have been identified.

****OVERALL BRIDGE LEVEL OF SERVICE TARGET: No Load Posted Structures ****

Section 2: Roads - Maintenance

Asset Type: Roadside Maintenance – Ditching	
Category No. 2-1: Ditching	
Effective Date: December 31, 2013	
Ditching:	<ul style="list-style-type: none"> • Objectives • To maintain the road drainage system so as to control and remove surface water within the road allowance. • To prevent erosion and/or water ponding on the traveled surface of the road. • To prevent damage to the road caused by excessive water saturating the road base or sub-base. • To comply with Ontario Reg. 239/02.
Ditching:	<ul style="list-style-type: none"> • Level of Service • Routine road patrols shall be conducted in accordance with Ontario Reg. 239/02, as a minimum. • Obstructions to the flow of water shall be removed on an as-needed basis. • The Municipality recognizes a free draining roadbed is critical to the long-term health of the roadbed and road surface. An annual ditching program shall be maintained to ensure ditches remain free of debris, woody vegetation, and sediment and serve their intended function. • Ditches shall be constructed to direct surface runoff to a suitable outlet.

**** OVERALL RADs LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Maintenance – Brushing
Category No. 2-2: Brushing
Effective Date: December 31, 2013

Brushing:

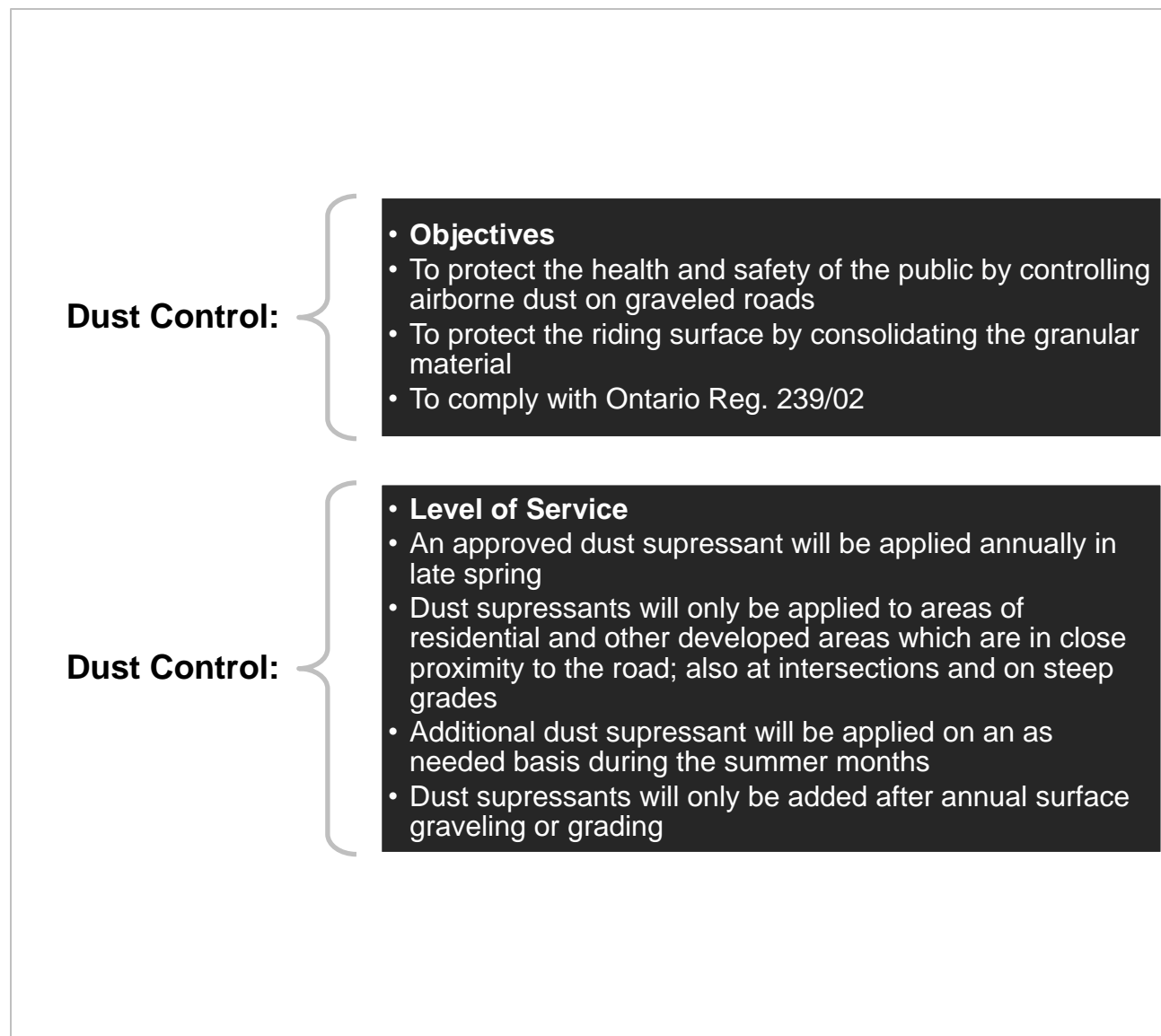
- **Level of Service**
- Trees, brush and limbs on or overhanging the right-of-way will be removed where they present a traffic hazard.
- Brush growing in such a manner that restricts drainage or sight lines shall be removed. Priority will be given to brushing on curves, at intersections/entrances , and locations prone to wildlife crossing.
- Stumps will be removed or cut at the ground line.
- Permission shall be obtained from a property owner to enter onto private property to remove encroaching trees or limbs.
- An annual brushing program shall be maintained to provide safe sight lines, road base drainage, and road exposure to the sun.
- Brushing shall be a priority in those locations which are prone to road frosting due to shading.

Brushing:

- **Objectives**
- To maintain safe sightline distances
- To reduce or eliminate snow drifting conditions and reduce or eliminate road frosting by reducing road shading.
- To protect the road base structure by removing brush and trees rooting in the sub-base
- To comply with Ontario Reg. 239/02

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Asset Type: Roadside Maintenance - Dust Control
Category No. 2-3: Dust Control
Effective Date: December 31, 2013



**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Asset Type: Loose Top – Grading
Category No. 2-4: Grading Loose Top
Effective Date: December 31, 2013

Loose Top Surfaces:

- **Objectives**
- To provide a smooth, safe riding surface.
- To protect the investment in the road.
- To comply with Ontario Reg. 239/02

Loose Top Surfaces:

- **Level of Service**
- All gravel surfaces will be graded at least once annually and more frequently on higher traffic volume roads as needed.
- Gravel will be added to resurface gravel roads when there is a general loss of surface material.
- Grading and gravelling will be undertaken prior to any dust control.
- Potholes will be repaired in accordance with Ontario Reg. 239/02.

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Section 3: Roads - Resurfacing

Asset Type: Road Surface
Category No. 3-1: Road Resurfacing
Effective Date: December 31, 2013

Bituminous Surfaces:

• Objectives

- To provide a smooth, safe riding surface.
- To protect the investment in the road surface and minimize life cycle cost of the road network while maximizing asset value.
- To comply with Ontario Reg. 239/02

Bituminous Surfaces:

• Level of Service

- The Municipality adopts a preservation management approach to road infrastructure management.
- Gravel Roads shall be resurfaced as required and as funding permits.
- Surface Treated roads shall be resurfaced every 8 years.
- The Municipality shall strive to maintain a minimum individual road adequacy condition rating of 50%, as defined in the **MTO Inventory Manual for Municipal Roads, 1991**.
- Road resurfacing priorities shall be based on road condition, traffic volumes, and repair costs, as prescribed in the Road Needs Study - 2013.
- Road surfaces shall be maintained in accordance with Ontario Reg. 239/02.

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Section 4: Roads - Repairs

Asset Type: Road Base Repairs (Hard Top)
Category No. 4-1: Road Base Repairs (Hard Top)
Effective Date: December 31, 2013

Road Base Repairs:

- **Objectives**

- To provide a free draining road base suitable to carry the expected traffic volumes and loads for the class of road.
- To support the road surface and prevent premature deterioration of the surface.
- To protect the investment in the road.
- To comply with Ontario Reg. 239/02

Road Base Repairs:

- **Level of Service**

- Frequent or extensive areas of pavement deterioration or distress shall be investigated to confirm the root cause.
- Localized areas of deterioration or distress will be repaired where feasible, by municipal forces.
- Upon reconstruction of a road, the road base will be improved to the level required to support the expected traffic loading over the life of the overlying hard top surface.

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Asset Type: Road Base Repairs – Loose Top
Category No. 4-2: Road Base Repairs (Loose Top)
Effective Date: December 31, 2013

- Road Base Repairs:**
- **Objectives**
 - To provide a free draining road base suitable to carry the expected traffic volumes and loads for the class of road.
 - To protect the investment in the road.
 - To comply with Ontario Reg. 239/02
-
- Road Base Repairs:**
- **Level of Service**
 - Frequent or extensive areas of deterioration or distress shall be investigated to confirm the root cause.
 - Localized areas of deterioration or distress will be repaired where feasible, by municipal forces.
 - Areas subject to the percolating of mud and water shall be repaired.

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Section 5: Roads - Capital Improvements

Asset Type: Roads Capital Improvements (Reconstruction or Upgrades)
Category No. 5-1 Capital Improvements
Effective Date: December 31, 2013

Capital Improvements for Roads:

• Objectives

- To maintain the municipal road network in a safe and functional condition.
- To support land accessibility and economic development.
- To comply with Ontario Reg. 239/02

Capital Improvements for Roads:

• Level of Service

- A roads needs assessment will be prepared by a qualified professional at least every 5 years.
- Road reconstruction priorities shall be based on road condition, traffic volumes, and repair costs.
- The Municipality shall endeavor to maintain a road and road surface consistent with the volume of traffic carried by the road, as follows:
 AADT 0 to 199 - Gravel
 AADT > 200 - Low Class Bituminous (Surface Treated)
- Low Volume Roads, < 50 AADT, shall be maintained through regular maintenance activities and shall not be included for capital improvement/expenditures.
- Roads shall not be reconstructed strictly due to surface width or type deficiencies provided there is no history of safety or operational concerns.
- Road replacement or upgrading shall be undertaken once the full service life of the existing road has been realized, provided there is no history of safety or operational concerns.
- If applicable, consideration shall be given to the age and condition of underground services associated with a road and coordinated with road reconstruction, where feasible.
- Upon reconstruction of a road, the road base will be improved to the level required to support the expected traffic loading over the life of the overlying hard top surface.

**** OVERALL ROADS LEVEL OF SERVICE TARGET: Maintain Minimum Overall System Adequacy of 91% ****

Section 6: Municipal Vehicles

Asset Type: Public Works, Fire and Other Municipal Vehicles
Category No. 6-1: Municipal Vehicles
Effective Date: December 31, 2013

Municipal Vehicles:

• Objectives

- To maintain and prolong the lifespan of all municipal vehicles.
- To ensure the readiness of municipal vehicles for their intended use including emergency use.
- To comply with Provincial legislation for the licensing and operation of vehicles.

Municipal Vehicles:

• Level of Service

- All vehicles shall be maintained in accordance with the applicable vehicle maintenance manual issued by the dealership or manufacturer, as a minimum.
- The manager of the vehicle fleet, or designate, shall organize for regularly scheduled maintenance (i.e. oil changes, fluids, tire pressure etc.)
- Drivers and operators shall report any equipment problems to their supervisor or mechanic.
- Major refits or equipment modifications shall be carried out in the off-season except for emergency repairs
- Operational records or logs shall be kept on vehicle usage.
- All vehicles shall be fueled and left in a "ready-to-go" state after each shift or emergency operation.
- All vehicles shall be maintained in a clean condition and washed on a regular basis to remove dirt or road salt.
- All vehicles shall be operated in accordance with the relevant provincial legislation.

**** OVERALL VEHICLES LEVEL OF SERVICE TARGET: Utilization to Expected Service Life ****

Section 7: Municipal Buildings and Facilities

Asset Type: Municipal Buildings
Category No. 7-1: Municipal Buildings
Effective Date: December 31, 2013

Municipal Buildings:

- **Objectives**
- To maintain municipal buildings in a good state of repair.
- To ensure the useful service life of municipal buildings is obtained.

Municipal Buildings:

- **Level of Service**
- Review and document the condition of buildings at least once every two years to identify the need for upgrades or betterments to energy conservation, building systems, foundations, accessibility standards and exterior weatherproofing (i.e. doors and windows, roofing, cladding).
- Carry out repairs immediately for incidental damage caused by fire, water, infestation or mould).
- Schedule annual maintenance/repairs of HVAC systems, septic tanks and water supply systems.
- Maintain smoke, carbon dioxide and security alarm systems.
- Inspect structural integrity of buildings on a 10 year cycle.

**** OVERALL BUILDINGS LEVEL OF SERVICE TARGET:
Building Use Exceeds Expected Service Life ****

Asset Type: Municipal Facilities
Category No. 7-2 Municipal Facilities
Effective Date: December 31, 2013

- Municipal Facilities:**
- **Objectives**
 - To maintain municipal facilities in a good state of repair.
 - To prolong the life of municipal facilities.
- Municipal Facilities:**
- **Level of Service**
 - Maintain sports fields, outdoor rinks, soccer pitches, boat launches and other outdoor facilities in a usable condition on a seasonal basis for users.
 - Repair vandalized or damaged facilities.
 - Maintain lighting and security systems on an as needed basis.

**** OVERALL BUILDINGS/FACILITIES LEVEL OF SERVICE
TARGET:
Building Use Exceeds Expected Service Life ****