



TOWN OF HINTON  
Service Levels  
Public Works Department  
**Policy No. 037**

Created By: Infrastructure Services  
Approved By: Town Council  
Revised By:  
Approved On:  
Revised On:

**POLICY STATEMENT**

**1. GOALS**

**2. DEFINITIONS**

**3. METHODS AND PROCEDURES**

TRANSPORTATION - (Roadways & Drainage)

- |    |   |  |
|----|---|--|
| 1. | Street name sign replacement                            | 1 Formal check per week Order and replace as required                                    |
| 2. | Traffic sign replacement                                | 1 formal check per week Order and replace as required (approximately 100 signs per year) |
|    | (3rd year of 3 year plan to standardize signs included) |  |
| 3. | Sidewalk repairs  | 20 (4' x4') repair sections per annum  |
| 4. | Snow ploughing  | As per policy  |
| 5. | Snow removal  | As per policy  |
| 6. | Street sanding  | As per policy  |
| 7. | Street sweeping:  |  |
|    | Highway 16  | 1 sweeping per annum   |
|    | Shopping Centres  | Weekly   |
|    | Residential   | 4 sweepings per annum  |
|    | Commercial  | 6 sweepings per annum  |
|    | Bicycle paths   | 2 sweepings per annum  |
|    | Boulevard Sweeping                                      | 1 sweeping per annum   |

8.	Lane grading	3 times/annum
9.	Gravel roadway grading (Kelley Road & West River Road as required)	3 times/annum 20 times/annum
10.	Cold mix patching	25 tonnes/annum
11.	Pothole Patching	One formal check per week (summer only)
12.	Roadway crack filling	1 tonne/annum
13.	Asphalt patching/overlays	700 tonnes/annum

#### TRANSPORTATION CONT.

14.	Christmas decorations	Hill & Valley shopping centres Switzer Drive connecting Hill & Valley 4 days to install 4 days to remove Maintenance annually Purchase new lights as required
15.	Crosswalk painting	2 times/annum
16.	Roadway markings	1 time/annum
17.	Parking stall painting	1 time/annum
18.	"No parking" restricted zones: Fire Hydrants	1 time/4 years
19.	Catch basin cleaning (Remove leaves, grass & debris)	Major cleanup 1/3 system per year Monthly checks and maintenance as required
20.	Storm sewer repairs/unplugging	Major cleanup 1/3 system per year Monthly checks and maintenance as required
21.	Street lighting (lights belong to Trans Alta)	Inform Trans Alta Utilities of outages
22.	Traffic light maintenance	1 formal check per week Major inspection annually Repairs as required
23.	Cross-walk light maintenance	1 formal check per week Major inspection annually Repairs as required
24.	Equipment rental	As per policy
25.	Equipment repairs	As per schedule/priorities
26.	Equipment services	As per policy
27.	Complaint investigation	As per policy and as required High priority
28.	Thaw storm sewers/Culverts	1 major cleanup per/annum Problems thaws as required
29.	As-built drawings updated	As required
30.	Review/update existing policies	On going

- |     |  |                                       |
|-----|--|---------------------------------------|
| 31. | Safety                                 | On going<br>Monthly tailgate meetings |
| 32. | Budgets<br>:Operating<br>:Capital      | Annual<br>Annual                      |
| 33. | Order supplies, material and equipment | As required                           |

WATER SUPPLY & DISTRIBUTION

- |     |                                     |   |
|-----|-------------------------------------|---|
| 1.  | Water distribution                  | Continuous service  |
| 2.  | Bulk Water station (sale of water)  | Continuous service  |
| 3.  | Customer call response              | As required/priority  |
| 4.  | Service connections                 | As required   |
| 5.  | Service disconnects                 | As required   |
| 6.  | Water meter readings (500)          | Bi-Monthly  |
| 7.  | Customer billing                    | Bi-Monthly  |
| 8.  | Leak/break repairs                  | As required (average 10 per year)   |
| 9.  | Uni-directional<br>Hydrant Flushing | Once/annum  |
| 10. | Hydrant checks                      | Twice annum(spring & fall)  |
| 11. | Hydrant repairs/replace             | As required   |
| 12. | Main valve check                    | Once/annum  |
| 13. | Winterize hydrants                  | Once/annum (fall)   |
| 14. | Meter repair/replace                | As required   |
| 15. | Thawing frozen services             | As required   |
| 16. | Thawing frozen lines                | As required   |
| 17. | Water valve locates                 | As requested  |
| 18. | Water reservoirs (3)                | Daily checks 5 days per week<br>maintenance as per policy and repairs as required |
| 19. | Booster Stations (2)                | Daily checks 5 days per week<br>maintenance as per policy and repairs as required |
| 20. | Water testing/reports               | Daily-5 days per week   |
| 21. | Water testing bacteria              | Weekly (3 samples)  |
| 22. | Resident water testing              | As required   |
| 23. | Pressure/flow complaints            | As required   |
| 24. | Reservoir cleaning                  | Once/5 years  |
| 25. | Environmental reporting             | Monthly/annually  |
| 26. | Meter calibration                   | As required   |
| 27. | Meter reading disputes              | As required   |
| 28. | As-built drawings                   | As required   |

- |     |  |                                       |
|-----|--|---------------------------------------|
| 29. | Review/update existing policies        | On going                              |
| 30. | Safety                                 | On going<br>Monthly tailgate meetings |
| 31. | Budgets                                | Annual                                |
|     | : Operating                            |                                       |
|     | : Capital - preplanning                |                                       |
|     | - inspection                           |                                       |
|     | - approval/acceptance                  |                                       |
| 32. | Order supplies, material and equipment | As required                           |

### WASTE WATER SYSTEM

- |     |  |  |
|-----|--|--|
| 1.  | Sewer collection                       | Continuous   |
| 2.  | Flush problem mains                    | As required (average 4 times per year)   |
| 3.  | Major flushing program                 | 1/3 system per year  |
| 4.  | Check trunk sewer                      | Once/annum<br>Repair as required   |
| 5.  | Unplug sewer mains                     | As required  |
| 6.  | Unplug private sewers/services         | Owners requested to First Call plumber if<br>need be assist in repairs               |
| 7.  | Check lift stations (4)                | Daily checks 5 days per week<br>Maintenance as per policy and repairs as<br>required |
| 8.  | Manhole rehabilitation                 | An average of 5 per /annum   |
| 9.  | Install new services                   | As required  |
| 10. | Utility billing                        | Bi-Monthly   |
| 11. | Environment reports                    | Annually   |
| 12. | Customer call response                 | As required/priority   |
| 13. | Sewer video inspections                | Two times per year<br>Problem sewers and services as required                        |
| 14. | As-built drawings                      | As required  |
| 15. | Review/update existing policies        | On going   |
| 16. | Safety                                 | On going   |
| 17. | Budgets                                | Annual   |
|     | :Operating                             |  |
|     | :Capital                               |  |
| 18. | Order supplies, material and equipment | As required  |

### SOLID WASTE

- |    |                                |                                 |
|----|--------------------------------|---------------------------------|
| 1. | Residential garbage collection | Once per week                   |
| 2. | Commercial collection          | One/two/or three times per week |
| 3. | Clean-up Week                  | Once/annum                      |
| 4. | Appliance/tire/metal dropoff   |                                 |

	Fee based	As required
	Haul above items to landfill	10 loads/annum
5.	Collect side walk containers	Weekly/Shopping Centres
6.	Special senior pick-ups	Weekly
7.	Supply bags to special pick-up	As required
8.	Illegal dumping pick-ups	As required
9.	Complaint investigation	As required/priority
10.	Toxic Waste Roundup	Once/annum
11.	Pick-up of dead animals	As required
12.	Residential composting	200 units sold
13.	Recycling collection sites	7 drop off stations plus highvolume generators (15) 5 days per week
14.	Weldwood/Hi-Atha Recycling Collection Sites	10 drop off stations 4 days per week
15.	Maintain, recycling equipment	One inspection per week Repairs as required
16.	Regional landfill operation	Daily
17.	As-built drawings updated	As required
18.	Safety	On going Monthly tailgate meeting
19.	Budgets	Annually
	: Operating	
	: Capital	
20.	Order supplies, material and equipment	As required

### TOWN EQUIPMENT POOL

1. Routine maintenance of 51 pieces of equipment located within the equipment pool (replacement cost of \$1,786,750.00).
2. Purchase equipment as per equipment schedule.
3. Revise/update equipment chart on an annual basis.

### HINTON REGIONAL LANDFILL

As "Unit Authority"

1.	Prepare Agenda	6 times per annum
2.	Policies/Direction/Planning	On going
3.	BudgetAnnual	
	:Operating	
	:Capital	
4.	Operations/Administration	Daily
5.	Major Inspections (Alberta Environment)	Annually

6.	Minor Inspections	1 time per week
7.	Complaints/investigation	High Priority as required
8.	As-build drawings updated	As required
9.	Review/update existing policies	On going
10.	Safety	On going
		Monthly tailgate meeting
11.	Order supplies, material and equipment	As required

CUSTOM WORK (UTILIZE EXTRA CAPACITY EXAMPLES OF EXTRA SERVICE LEVELS IN 1995)

Sweeping for: Parks West mall (Commercial)  
 Schools  
 Hi-Atha (Industrial)  
 Apartments  
 Contractors  
 Trailer Courts

Snow Ploughing for: Environmental Centre  
 Community Hall

Street Sanding for: Environmental Centre  
 Hospital  
 Parks West Mall  
 Apartment parking lots  
 Community hall

Dust proofing for: Hi-Atha (Industrial)  
 Hinton Landfill

Sale of goods and services: salted sand  
 Northland Maintenance  
 Private  
 Apartments  
 Trailer parks

Place subdivision signs for developers also order signs for developers

Chip hauling for Robb Road in partnership with Weldwood.

SPECIAL PROJECTS

- Prepared parking space for Canadian Freightways
- cleaned/levelled proposed "new" firehall site
- site cleanup for tax recovery lands

- road development/parking behind curling rink
- site preparation for recycling depot bins
- level lots in Alpine Industrial Park

Public Works undertakes requested work tasks for Fire Department, Community Hall, R.C.M.P. and ByLaws, and Parks Dept. i.e. hazardous waste, spill cleanup, erecting signs, parking lot maintenance, bicycle pickup and approved disposal.

4. **DEFINITIONS**

5. **METHODS AND PROCEDURES**

6. **RESPONSIBILITIES**

7. **GUIDING PRINCIPLES TO STAFF**