



# LEVEL OF SERVICE

Levels of service are established for all types of Municipal Infrastructure

*September 30, 2013*

*Reviewed and  
Approved October  
2025*

## Levels of Service

Levels of service provide a measuring stick to ensure that municipal infrastructure is maintained to a standard that protects the municipal investment and sustains or prolongs the life of bridges, roads, buildings, equipment and other infrastructure. By establishing a level of service, the municipality will be able to identify the condition of all infrastructure on an ongoing basis and undertake measures to repair, upgrade or better all municipal assets over their lifespan. The intent of establishing levels of service is to also ensure that regulatory requirements are also 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. The service level standards will 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. In a rural township municipality, the most significant assets are roads and bridges as they are crucial to the conveyance of people and goods and services. Council has taken measures to improve the condition of the road network through better ditching, brushing, graveling and grading; however, careful capital programming will be required to sustain the road system over the coming years. Performance targets require the municipality to maintain capital assets by undertaking repairs immediately or on an as needed basis where required and by ditching, brushing and reconstructing roads on a regular cycle. Council intends to provide adequate funding of road and bridge improvements to replace these facilities within their prescribed lifespan.

Some bridge structures have been replaced with culverts to reduce maintenance costs while extending the lifespan of these water crossings. The municipality will continue to have bridge and culvert structures inspected by a professional engineer once every two years, followed by the implementation of the recommended program for repairing and upgrading these structures.

The Municipality maintains an inventory of municipal buildings, rolling stock and equipment. Extending the lifespan of these assets requires a program of regular maintenance and retrofitting. For buildings, the program includes regular servicing of the HVAC system and retrofitting windows, doors and walls for energy conservation. For vehicles, regularly scheduled maintenance by staff or through contracting out is required. Council recognizes that capital reserves must be diligently set aside to replace vehicles and equipment where these assets have reached the useful end of their lifespan.

# Section 1 – Bridges and Culverts

Asset Type: Bridges
Category No. 1-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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<b>Bridges:</b>	<b>Objectives</b>
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To ensure safe vehicular and pedestrian passage

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To protect public investment in all bridge structures

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To comply with Ontario Reg. 239/02

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<b>Bridges:</b>	<b>Level of Service</b>
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All bridge structures will be cleaned of winter sand and debris in the spring of the year either by manual or flushing operations

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Exposed metal surfaces will be painted and sealed as required

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Approach roads to bridges will be properly maintained to reduce any unnecessary impact on the bridge deck

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Bridge signing shall be checked and replaced as necessary

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Load limits will be posted

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Bridge deck spalls and bridge deck surfaces shall be repaired in accordance with O. Reg 239/02

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All bridges will be inspected every second year by a P. Eng. to ensure compliance with provincial legislation and regulations

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Bridges will be replaced within their projected lifespan

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# Section 1 – Bridges and Culverts

Asset Type: Road Culverts
Category No. 1-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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## Road Culverts:

### Objectives

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To ensure safe vehicular and pedestrian passage on municipal roads

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To maintain road culverts free of obstructions that may impede proper surface water flow

To comply with Ontario Reg. 239/02

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## Road Culverts:

### Level of Service

All culverts will be inspected twice a year

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Inlets and outlets shall be cleared of obstructions on an as needed basis

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During major rainfall events culverts in known problem areas will be checked and cleared of obstructions

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All major culverts will be inspected every second year by a P. Eng. to ensure compliance with provincial legislation and regulations. Recommended repairs will be carried out within a maximum of two calendar years.

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Culverts will be replaced within their projected lifespan

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# Section 1 – Bridges and Culverts

Asset Type: New Culverts (New Construction)
Category No. 1-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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## Road Culverts:

### Objectives

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To provide for proper stormwater runoff on municipal roads that will limit the damage to a travelled road and surrounding nproperties due to standing water or the impact of heavy rainfall

To comply with Ontario Reg. 239/02

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## Road Culverts:

### Level of Service

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New culverts will be installed when and where the need is recognized

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New culverts will be installed prior to road reconstruction

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Culverts will be sized properly prior to installation to accommodate surrounding surface drainage

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During major rainfall events culverts in known problem areas will be checked and cleared of obstructions

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Only new approved culverts will be used

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Road surfaces above culverts will be reinstated to equal or better than original

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# Section 1 – Bridges and Culverts

Asset Type: Entrance Culvert Maintenance
Category No. 1-4
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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## Entrance Culverts:

### Objectives

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To conduct the free flow of water in roadside ditches

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To provide for safe ingress and egress from public roads to private property

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To comply with Ontario Reg. 239/02

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## Entrance Culverts:

### Level of Service

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Damaged or non-functioning entrance culverts shall be scheduled for repairs or replacement on an as-needed basis

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Entrance culverts shall be cleared of obstructions and debris on an as needed basis

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Damaged inlets and outlets shall be repaired or corrected to allow for maximum flow

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The maintenance or replacement of a hard surface on an entranceway (driveway) shall be the responsibility of the property owner

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Entrance culverts shall be steamed to clear blockages on an as needed basis to maintain maximum flow

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## Section 2 – Roadside Maintenance

Asset Type: Capital Planning for Roads
Category No. 2-1
Effective Date: September 30, 2013- Reviewed and Approved October 2025

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### **Capital Planning for Roads:**

#### **Objectives**

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To maintain the municipal road network in a safe and functional condition

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To review road conditions on a regularly scheduled basis

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To comply with Ontario Reg. 239/02

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### **Capital Planning for Roads:**

#### **Level of Service**

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A roads needs assessment will be prepared by a qualified professional at least every 5 years

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Roads with the highest traffic volumes will receive priority for capital improvements

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Council will provide for an adequate level of funding required to meet the Municipality's prescribed level of service for road maintenance

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Council will target sufficient funds to undertake road reconstruction within the established lifespan of each road section as set out in the asset management plan

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## Section 2 – Roadside Maintenance

Asset Type: Ditching
Category No. 2-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Ditching: Objectives**

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To maintain the municipal drainage system so as to control and remove surface water within the road allowance

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To prevent erosion and unsafe conditions on the traveled road

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To prevent damage to the road caused by excessive water saturating the road sub-base

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To comply with Ontario Reg. 239/02

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### **Ditching: Level of Service**

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Ditching shall be undertaken prior to road reconstruction and surfacing

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Ditches shall be constructed to direct surface runoff to a suitable outlet

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Ditches shall have a uniform fall, side slopes minimum 2:1 and the invert at the ditch centre shall be 18 inches minimum below the crown of road

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Obstructions to the flow line shall be removed on an as-needed basis

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Reditching shall be done on a 5-7 year cycle

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## Section 2 – Roadside Maintenance

Asset Type: Brushing
Category No. 2-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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<b>Brushing:</b>	<b>Objectives</b>
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To maintain safe sightline distances

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To reduce or eliminate snow drifting conditions

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To protect the road base structure by removing brush and trees rooting in the sub-base

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To enhance the aesthetics of municipal roads

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To comply with Ontario Reg. 239/02

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<b>Brushing:</b>	<b>Level of Service</b>
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Dangerous trees, brush and limbs on or overhanging the right-of-way will be removed where they present a traffic hazard

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Brush growing in such a manner that restricts drainage or sight vision shall be removed

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Stumps will be removed or cut at the ground line

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Permission shall be obtained from a property owner to enter onto private property to remove encroaching trees or limbs

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## Section 2 – Roadside Maintenance

Asset Type: Stormwater Management
Category No. 2-4
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Stormwater: Objectives**

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To ensure the removal and flow of runoff or surface water where storm drainage facilities are present

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To comply with Ontario Reg. 239/02

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### **Stormwater: Level of Service**

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Storm drainage facilities will be inspected on an annual basis to ensure the unobstructed free flow of storm water

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Inlets and outlets will be checked and cleared of obstructions

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Access chambers will be kept free of debris

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Rainfall run-off from private development will be regulated to protect municipal roads, ditches and culverts

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## Section 2 – Roadside Maintenance

Asset Type: Beaver Management
Category No. 2-5
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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Beavers:	Objectives
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To avoid damage to roads or wash-outs caused by beavers

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To protect public investment in municipal infrastructure

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Beavers:	Level of Service
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Known problem areas will be monitored

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Beaver dams or structures which may cause a flood or wash-out condition will be removed as required

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Beavers will be trapped where necessary to remove threats to municipal roads and culverts

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## Section 2 – Roadside Maintenance

Asset Type: Litter Pick-up
Category No. 2-6
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Litter Pick-up:**

#### **Objectives**

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To keep roadsides and traveled surfaces in a clean, safe condition by removing unsightly and hazardous objects

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To remove obstructions from drainage courses

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To comply with Ontario Reg. 239/02

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### **Litter Pick-up:**

#### **Level of Service**

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Debris such as cans, tire treads, bottles, animal carcasses, branches and other hazardous objects will be removed as part of daily surveillance or through public complaint

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Debris will be removed from drainage courses on an as needed basis

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Debris will not be allowed to accumulate on lightly traveled roads thus encouraging illegal dumping

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Debris and litter will be disposed of at a licensed waste disposal facility

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## Section 3 – Hardtop Surfaces

Asset Type: Bituminous Surfaces
Category No. 3-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Bituminous Surfaces:**

#### **Objectives**

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To provide a smooth, safe riding surface free from defects

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To eliminate hazards to vehicular traffic

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To protect the investment in the road surface

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To comply with Ontario Reg. 239/02

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### **Bituminous Surfaces:**

#### **Level of Service**

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Potholes and cracks will be repaired to Ontario Reg. 239/02 standards

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Chip-sealed surfaces will be repaired and resealed where damaged.

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Loose gravel on hard surfaces will be removed

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Cold weather repairs will be made with cold mix asphalt

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Water shall not be allowed to accumulate to a depth of one (1) inch on hard surfaces

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The crossfall from crown to edge of pavement will be maintained (minimum 2%, maximum 4 %)

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Hardtop surfaces will be reconstructed and replaced within the projected lifespan of the road surface

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## Section 3 – Hardtop Surfaces

Asset Type: Sweeping
Category No. 3-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Sweeping: Objectives**

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To remove accumulated winter sand from road surfaces, asphalt boulevards, sidewalks and bridge decks

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To prevent injuries to public arising from accumulated street debris and dirt

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To prevent clogging of culverts

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To comply with Ontario Reg. 239/02

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### **Sweeping: Level of Service**

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All streets in the urban core areas or those of high pedestrian usage will be swept in the spring and as necessary throughout the summer

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Rural hardtop intersections will be swept on an as needed basis

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## Section 3 – Hardtop Surfaces

Asset Type: Shoulder Maintenance
Category No. 3-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

### Shoulder Maintenance

#### Objectives

To maintain a safe, smooth shoulder relatively free from defects

To safely accommodate emergency stopping of vehicles

To provide lateral support for the riding surface

To prevent ponding on the traveled road surface

To comply with Ontario Reg. 239/02

### Shoulder Maintenance

#### Level of Service

Shoulder drop-offs shall be maintained to Ontario Reg. 239/02 standards

Washouts from heavy rains shall be repaired

Persistent soft areas shall be repaired

The crossfall from the edge of pavement to the outer edge of shoulder shall be maintained at a minimum of 4% and a maximum of 8%

Debris, rocks and hazardous materials shall be removed

Gravel windrows at edge of pavement shall be removed

Shoulder grading shall be carried out annually in the spring to provide lateral support to all paved road surfaces

## Section 4 – Loose Top Surfaces

Asset Type: Grading Loose Top
Category No. 4-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

### **Loose Top Surfaces:**

#### **Objectives**

To provide a smooth, safe riding surface free from defects

To eliminate hazards to vehicular traffic

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

A crown crossfall of 2% measured from the centreline to edge of the road will be maintained

The outside edge of the road surface shall be maintained flush with the grassed roadside to allow for proper drainage

Rocks greater than three (3) inches in diameter heaved to surface by frost action will be removed

Potholes will be repaired to Ontario Reg. 239/02 standards



## Section 4 – Loose Top Surfaces

Asset Type: Road Base Repairs
Category No. 4-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### Road Base Repairs:

#### Objectives

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To correct areas where the stress created by traffic loads has caused deformation, displacement or hazardous conditions

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To correct areas where adequate drainage has not been provided or needs repair

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To comply with Ontario Reg. 239/02

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### Road Base Repairs:

#### Level of Service

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Surface areas either heaved or depressed by poor base materials shall be repaired

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Areas subject to the percolating of mud and water shall be repaired

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The riding surface shall be reinstated to an equal or better condition

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Contaminated sub-base materials shall be disposed of off-site and replaced with dry-granular materials

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## Section 4 – Loose Top Surfaces

Asset Type: Dust Control
Category No. 4-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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<b>Dust Control:</b>	<b>Objectives</b>
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To protect the health and safety of the public by controlling airborne dust on graveled roads

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To correct areas where protect the riding surface by consolidating the granular material

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To comply with Ontario Reg. 239/02

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<b>Dust Control:</b>	<b>Level of Service</b>
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An approved dust supressant will be applied in late spring

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Dust supressants will only be applied to areas of residential and other developed areas which are in close proximity to the road; also at intersections and on steep grades

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Additional dust dupressant will beapplied on an as needed basis during the summer months

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Dust supressants will only be added after annual surface graveling or grading

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## Section 5 – Winter Control

Asset Type: Snowplowing
Category No. 5-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Snow Plowing:**

#### **Objectives**

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To maintain safe, passable road surfaces during winter conditions

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To comply with Ontario Reg. 239/02

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### **Snow Plowing:**

#### **Level of Service**

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Roads shall be plowed in compliance with Ontario Reg. 239/02

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Predetermined routes for plowing shall be followed except for emergency situations

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## Section 5 – Winter Control

Asset Type: Snow Removal
Category No. 5-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Snow Removal:**

#### **Objectives**

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To maintain safe, passable road surfaces and intersections during winter conditions

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To maintain visibility at intersections and selected

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To comply with Ontario Reg. 239/02

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### **Snow Removal:**

#### **Level of Service**

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Removal of snow accumulation shall be in compliance with Ontario Reg. 239/02

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Snow accumulation at key intersections and pedestrian crossings, notably in urban areas, will be removed where sight distances are impaired

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Snow removal in other locations will be at the discretion of the public works manager to achieve the above objectives

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## Section 5 – Winter Control

Asset Type: Sanding
Category No. 5-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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<b>Sanding:</b>	<b>Objectives</b>
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To maintain safe, passable road surfaces and intersections during winter conditions

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To reduce the hazards of icy roads

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To facilitate the handling of emergencies by police, fire and paramedic services

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To comply with Ontario Reg. 239/02

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<b>Sanding:</b>	<b>Level of Service</b>
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Ice formation prevention and treatment of icy roadways shall be in compliance with Ontario Reg. 239/02

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Predetermined routes for sanding will be followed except in emergency situations

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Sanding will be performed on steep grades, curves and intersections after the road has been plowed

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Sanding of other areas shall be at the discretion of the public roads manager

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continuous sanding shall be carried out to address freezing rain conditions only

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Sanding units will be calibrated prior to winter to ensure proper application rates

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## Section 5 – Winter Control

Asset Type: Snow Removal
Category No. 5-4
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### Winter Drainage:

#### Objectives

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To reduce the hazards created by allowing water to accumulate on the traveled road during the winter months and spring thaw

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To comply with Ontario Reg. 239/02

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### Winter Drainage:

#### Level of Service

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Restricted or blocked culverts shall be cleared of ice and snow to allow for proper flow of spring runoff

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Ditches shall be cleared of packed snow that is restricting flow or runoff

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## Section – Safety Devices and Standards

Asset Type: Signs
Category No. 6-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### Signs

#### Objectives

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To regulate, safeguard and expedite traffic movements

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To provide information as to routes, directions, road/street destinations

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To designate parking limitations and other regulations as they apply to the safe use of a municipal road and public highway

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To comply with Ontario Reg. 239/02

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### Signs

#### Level of Service

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The use of traffic control signs and systems shall be in compliance with Ontario Reg. 239/02

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All damaged, defaced or illegible signs shall be repaired or replaced. Stop signs shall be repaired or replaced immediately upon notification

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Obstructions of signs caused by brush, high weeds and tree limbs shall be removed

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All highway signs shall conform and be installed in accordance with the Province of Ontario Manual of Uniform Traffic Control Devices and the Highway Traffic Act

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## Section 6 – Safety Devices and Standards

Asset Type: Protective Barriers and Guardrails
Category No. 6-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Protective Barriers:**

#### **Objectives**

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To maintain barriers so as to effectively serve as a guide to vehicular traffic and protection to the travelling public

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To define and protect against sharp curves, steep inclines and hazards off the travelled roadway

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To comply with Ontario Reg. 239/02

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### **Protective Barriers:**

#### **Level of Service**

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Guide cable and guardrails damaged because of vehicular accidents shall be replaced as soon as possible after the damage occurred

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All new or replacement installations or maintenance of protective barriers shall be in strict compliance with current Ontario Provincial Standard Specifications (OPSS) and Ontario Provincial Standards Drawings (OPSD)

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Protective barriers associated with bridges and culverts shall be installed per the recommendations of the bridge and culvert inspection report where applicable

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## Section 6 – Safety Devices and Standards

Asset Type: Road Patrol
Category No. 6-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### Road Patrol: Objectives

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To provide for the routine inspection of all municipal roads

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To record and maintain records of defects requiring action

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To maintain roads in a safe condition

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To comply with Ontario Reg. 239/02

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### Road Patrol: Level of Service

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The patrol person shall conduct patrols in accordance with Ontario Reg. 239/02 or more frequently as directed by the public works manager

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The patrol person shall identify and record all deficiencies including snow accumulation, ice and freezing rain conditions, potholes, shoulder drop-offs, cracks, washouts, damaged road signs, blocked drainage and any other hazardous conditions

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The patrol person in consultation with the public works manager shall arrange for the repair or necessary corrective action in a timely fashion

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## Section 7 – Municipal Vehicles

Asset Type: Public Works, Fire, Recreation and Other Municipal Vehicles
Category No. 7-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

### **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

The appropriate department head 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 fuelled 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

The residual lifespan of a vehicle shall be evaluated annually and a report shall be submitted to the clerk

All vehicles shall be operated in accordance with the relevant provincial legislation

## Section 8 – Municipal Buildings and Equipment

Asset Type: Municipal Buildings
Category No. 8-1
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Municipal Buildings:**

#### **Objectives**

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To maintain municipal buildings in a good state of repair

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To prolong the life of municipal buildings

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### **Municipal Buildings:**

#### **Level of Service**

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Review 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)

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Schedule annual maintenance/repairs of HVAC systems, septic tanks and water supply systems. Test water supply annually.

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Carry out repairs immediately for incidental damage caused by fire, water, infestation or mould)

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Inspect structural integrity of buildings on 10 year cycle

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Maintain smoke, carbon dioxide and security alarm systems

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## Section 8 – Municipal Buildings and Equipment

Asset Type: Municipal Facilities
Category No. 8-2
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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### **Municipal Facilities:**

#### **Objectives**

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To maintain municipal facilities in a good state of repair

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To prolong the life of municipal facilities

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### **Municipal Facilities:**

#### **Level of Service**

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Maintain sports fields, outdoor rinks, soccer pitches, boat launches and other outdoor facilities in a usable condition on a seasonal basis for users

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Repair vandalized or damaged facilities

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Maintain lighting and security systems on an as needed basis

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## Section 8 – Municipal Buildings and Equipment

Asset Type: Municipal Equipment
Category No. 8-3
Effective Date: September 30, 2013 - Reviewed and Approved October 2025

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<b>Municipal Equipment:</b>	<b>Objectives</b>
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To maintain municipal equipment in a good state of repair

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To prolong the life of municipal equipment

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<b>Municipal Equipment:</b>	<b>Level of Service</b>
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Execute and maintain contracts for arrangements for the maintenance of all technical equipment (i.e. computers, photocopiers, fax machines, communication equipment)

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All small tools will be kept in a safe, operable condition and stored in a secure location

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Schedule regular testing of equipment to meet industry standards (i.e. bunker gear, breathing apparatus, fire hoses, generators, defibrillators etc.)

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