



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

Bridges: Objectives

To ensure safe vehicular and pedestrian passage

To protect public investment in all bridge structures

To comply with Ontario Reg. 239/02

Bridges: Level of Service

All bridge structures will be cleaned of winter sand and debris in the spring of the year either by manual or flushing operations

Exposed metal surfaces will be painted and sealed as required

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

Bridge signing shall be checked and replaced as necessary

Load limits will be posted

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 P. Eng. to ensure compliance with provincial legislation and regulations

Bridges will be replaced within their projected lifespan

Section 1 – Bridges and Culverts

Asset Type: Road Culverts

Category No. 1-2

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

Road Culverts:

Objectives

To ensure safe vehicular and pedestrian passage on municipal roads

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

To comply with Ontario Reg. 239/02

Level of Service

Road Culverts:

All culverts will be inspected twice a year

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

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

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.

Culverts will be replaced within their projected lifespan

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

Road Culverts:**Objectives**

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

To comply with Ontario Reg. 239/02

Road Culverts:**Level of Service**

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

New culverts will be installed prior to road reconstruction

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

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

Only new approved culverts will be used

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

Section 1 – Bridges and Culverts

Asset Type: Entrance Culvert Maintenance

Category No. 1-4

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

**Entrance
Culverts:****Objectives**

To conduct the free flow of water in roadside ditches

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

To comply with Ontario Reg. 239/02

**Entrance
Culverts:****Level of Service**

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

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

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

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

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

Section 2 – Roadside Maintenance

Asset Type: Capital Planning for Roads

Category No. 2-1

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

Capital Planning for Roads:

Objectives

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

To review road conditions on a regularly scheduled basis

To comply with Ontario Reg. 239/02

Capital Planning for Roads:

Level of Service

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

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

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

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

Section 2 – Roadside Maintenance

Asset Type: Ditching

Category No. 2-2

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

Ditching: Objectives

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

To prevent erosion and unsafe conditions on the traveled road

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

To comply with Ontario Reg. 239/02

Ditching: Level of Service

Ditching shall be undertaken prior to road reconstruction and surfacing

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

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

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

Reditching shall be done on a 5-7 year cycle

Section 2 – Roadside Maintenance

Asset Type: Brushing

Category No. 2-3

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

Brushing: Objectives

To maintain safe sightline distances

To reduce or eliminate snow drifting conditions

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

To enhance the aesthetics of municipal roads

To comply with Ontario Reg. 239/02

Brushing: Level of Service

Dangerous 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 vision shall be removed

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

Section 2 – Roadside Maintenance

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

Stormwater: Objectives

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

To comply with Ontario Reg. 239/02

Stormwater: Level of Service

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

Inlets and outlets will be checked and cleared of obstructions

Access chambers will be kept free of debris

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

Section 2 – Roadside Maintenance

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

Beavers: Objectives

To avoid damage to roads or wash-outs causes by beavers

To protect public investment in municipal infrastructure

Beavers: Level of Service

Known problem areas will be monitored

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

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

Section 2 – Roadside Maintenance

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

Litter Pick-up:

Objectives

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

To remove obstructions from drainage courses

To comply with Ontario Reg. 239/02

Litter Pick-up:

Level of Service

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

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

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

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

Section 3 – Hardtop Surfaces

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

Bituminous 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 surface

To comply with Ontario Reg. 239/02

Bituminous Surfaces: **Level of Service**

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

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

Loose gravel on hard surfaces will be removed

Cold weather repairs will be made with cold mix asphalt

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

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

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

Section 3 – Hardtop Surfaces

Asset Type: Sweeping

Category No. 3-2

Effective Date: September 30, 2013 - Reviewed and Approved October 2025

Sweeping: Objectives

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

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

To prevent clogging of culverts

To comply with Ontario Reg. 239/02

Sweeping: Level of Service

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

Rural hardtop intersections will be swept on an as needed basis

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:

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 graveling 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 rooad 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

Road Base Repairs: **Objectives**

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

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

To comply with Ontario Reg. 239/02

Road Base Repairs: **Level of Service**

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

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

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

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

Section 4 – Loose Top Surfaces

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

Dust Control:	Objectives
	To protect the health and safety of the public by controlling airborne dust on graveled roads
	To correct areas where protect the riding surface by consolidating the granular material
	To comply with Ontario Reg. 239/02
Dust Control:	Level of Service
	An approved dust suppressant will be applied in late spring
	Dust suppressants 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
	Additional dust suppressant will be applied on an as needed basis during the summer months
	Dust suppressants will only be added after annual surface graveling or grading

Section 5 – Winter Control

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

Snow Plowing:	Objectives
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To maintain safe, passable road surfaces during winter conditions

To comply with Ontario Reg. 239/02

Snow Plowing:	Level of Service
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Roads shall be plowed in compliance with Ontario Reg. 239/02

Predetermined routes for plowing shall be followed except for emergency situations

Section 5 – Winter Control

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

Snow Removal:	Objectives
	To maintain safe, passable road surfaces and intersections during winter conditions
	To maintain visibility at intersections and selected
	To comply with Ontario Reg. 239/02
Snow Removal:	Level of Service
	Removal of snow accumulation shall be in compliance with Ontario Reg. 239/02
	Snow accumulation at key intersections and pedestrian crossings, notably in urban areas, will be removed where sight distances are impaired
	Snow removal in other locations will be at the discretion of the public works manager to achieve the above objectives

Section 5 – Winter Control

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

Sanding: Objectives

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

To reduce the hazards of icy roads

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

To comply with Ontario Reg. 239/02

Sanding: Level of Service

Ice formation prevention and treatment of icy roadways shall be in compliance with Ontario Reg. 239/02

Predetermined routes for sanding will be followed except in emergency situations

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

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

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

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

Section 5 – Winter Control

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

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

To comply with Ontario Reg. 239/02

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

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

Section – Safety Devices and Standards

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

Signs	Objectives
	To regulate, safeguard and expedite traffic movements
	To provide information as to routes, directions, road/street destinations
	To designate parking limitations and other regulations as they apply to the safe use of a municipal road and public highway
	To comply with Ontario Reg. 239/02
Signs	Level of Service
	The use of traffic control signs and systems shall be in compliance with Ontario Reg. 239/02
	All damaged, defaced or illegible signs shall be repaired or replaced. Stop signs shall be repaired or replaced immediately upon notification
	Obstructions of signs caused by brush, high weeds and tree limbs shall be removed
	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

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

**Protective
Barriers:****Objectives**

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

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

To comply with Ontario Reg. 239/02

**Protective
Barriers:****Level of Service**

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

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)

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

Section 6 – Safety Devices and Standards

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

Road Patrol: Objectives

To provide for the routine inspection of all municipal roads

To record and maintain records of defects requiring action

To maintain roads in a safe condition

To comply with Ontario Reg. 239/02

Road Patrol: Level of Service

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

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

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

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

Municipal Buildings:	Objectives
	To maintain municipal buildings in a good sgtate of repair
	To prolong the life of municipal buildings
Municipal Buildings:	Level of Service
	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)
	Schedule annual maintenance/repairs of HVAC systems, septic tanks and water supply systems. Test water supply annually.
	Carry out repairs immediately for incidental damage caused by fire, water, infestation or mould)
	Inspect structural integrity of buildings on 10 year cycle
	Maintain smoke, carbon dioxide and security alarm systems

Section 8 – Municipal Buildings and Equipment

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

Municipal Facilities:	Objectives
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To maintain municipal facilities in a good state of repair

To prolong the life of municipal facilities

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

Repair vandalized or damaged facilities

Maintain lighting and security systems on an as needed basis

Section 8 – Municipal Buildings and Equipment

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

Municipal Equipment: **Objectives**

To maintain municipal equipment in a good state of repair

To prolong the life of municipal equipment

Municipal Equipment: **Level of Service**

Execute and maintain contracts for arrangements for the maintenance of all technical equipment (i.e. computers, photocopiers, fax machines, communication equipment)

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

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