

TOWN OF SLAVE LAKE ADMINISTRATION POLICY			
Department:	Administration	Policy No:	ADM.GEN-24.1008
Policy Title:	Public Service	Issue Date:	12-10-2024

## 1. **PURPOSE**

- 1.1. To develop and maintain a high level of citizen confidence in all aspects of the Town's operation by ensuring that all requests receive an appropriate response.
- 1.2. To ensure that citizens are promptly connected with appropriate person and department who will address the requests for service and provide the service where appropriate.
- 1.3. To provide a standardize approach that consistently, accurately and efficiently processes enquiries and requests.
- 1.4. To identify recurring public requests, so that appropriate departmental action to concerns, can be carried out.
- 1.5. To documents enquiries and service for legal, statistical and reference uses in the future.

## 2. **POLICY STATEMENT**

- 2.1. The Town of Slave Lake will provide, through all Town staff, a courteous approach followed by positive action in response to requests for service from the public.

## 3. **DEFINITIONS**

- 3.1. Information Requests
  - 3.1.1. A Citizen request when the Town's response is limited to providing information, i.e. Which day garbage is collected in an area, 5-year tax and assessment history on a property, town events.
- 3.2. Service Requests:
  - 3.2.1. A citizen's request when the Town's response involves action beyond searching for information. I.e. pothole on town street or swing-set in

town parks need repair, a private lot is unsightly and needs to be enforced for clean-up.

3.3. Policy-related service requests:

3.3.1. A request for service involving a change in the normal approved service levels of the town. I.e. ice opened in August at arena, town to implement dust control back lanes.

3.4. Responses:

3.4.1. Action or a plan for action that is to the person who made the service request.

3.5. Second-time service request:

3.5.1. A request for service, which is made for very routine service, the citizen should have received without request or, a request for service the second time by the same citizen on the same matter.

3.6. Department Administrative Assistant:

3.6.1. Any person designated by the department Directors to act as such.

**4. RESPONSIBILITIES**

4.1. Department Director

4.1.1. To ensure all service requests are handled in a timely, efficient and courteous manner. Ensure all staff are aware of applicable policies and procedures. Director must take action on requests for their department.

4.2. Foreman/Other Responder:

4.2.1. To proper assignment, completion, coding, invoicing, and filing of service requests.

4.3. Staff Receiving Call:

4.3.1. To record accurate and complete information on Service Request Form as request is received and forward to Department Administrative Assistant.

## **5. STANDARDS/GUIDLINES**

- 5.1. All requests for service requiring action must be recorded and a copy given to the appropriate person(s) and/or department.
- 5.2. Requests for information only, do not need to be recorded unless the information requested will take substantial time to research and/or may meet Freedom of Information and Protection of Privacy (FOIP) requirements.
- 5.3. The staff receiving the citizens call will accept and write up the complete service request information if the Department Administrative Assistant and probable responder (i.e. Foreman) are not readily available.
- 5.4. If requests are presented in an abusive or vulgar manner the person receiving the request may interrupt the call to ask the caller's name and request that they calm down and speak in a civil manner or the call will be terminated. If the caller does not respond to the request, forward the call to the Department Director or if that is not possible, terminate the call and record the incident.
- 5.5. Any staff providing information to a citizen will be responsible for the accuracy of that information. If there are any questions if the information to be given meets FOIP requirements, the information should be passed by the FOIP coordinator prior to its release.
- 5.6. The citizen calling in the complaint will be advised:
  - 5.6.1. Immediately which department and foreman/other responders name will handle the matter.
  - 5.6.2. The action taken or planned on the service request, unless this is self-evident.
- 5.7. Emergency requests shall be responded to the same day while routine requests shall be responded to within a maximum of 5 working days.
- 5.8. Anonymous service requests will be accepted and recorded as such and acted on in a similar manner to all other service requests.
- 5.9. Policy related or second-time service requests will be referred to

Department Director.

- 5.10. Unless an emergency, if the service requests will require payment to the Town for service, written authorization must be received from the person requesting the service before work begins.
- 5.11. All invoicing of service requests shall be forwarded to the Finance Department within 7 days of completion of work.
- 5.12. All completed request for service dealing with a specific property shall be files in the land base file, otherwise filed in the appropriate subject file.

## **6. PROCEDURE**

### **6.1. Staff receiving the call:**

- 6.1.1. To direct service requests to appropriate department accurately and completely record all information.
- 6.1.2. To deliver complete form to appropriate department.

### **6.2. Department Administrative Assistant:**

- 6.2.1. To assign file number and classify, emergency or routine. Forward copies of request to appropriate responder. If possibility of an emergency situation exists also contact Foreman or Department Director by phone.
- 6.2.2. If written request, attach copy to recorded information.
- 6.2.3. Give copies of request to Senior Manager to assure follow-up.
- 6.2.4. Monitor timely completion of service request and inform Department Director of problems.

### **6.3. Foreman (or another appropriate responder):**

- 6.3.1. To investigate request and schedule/undertake proper remedial action. Consultation with Department Manager and/or other departments may be required.
- 6.3.2. If Service request will result in invoicing by the Town, the authorization must be completed and signature of person or designate obtained prior to proceeding with service. The person should receive a copy of authorization.

6.4. Senior Managers:

6.4.1. To ensure all service requests are completed to a satisfactory conclusion within specified time frames.

6.4.2. Provide assistance to Foreman/other staff as required in concluding requests.

6.5. Appendix I is a listing of major responsibilities of each department as of December 2024 to assist in proper forwarding of service requests for action: Note after hour contact number is 780-849-8000.

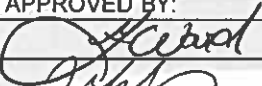

**7. REVIEW OF THE POLICY**

7.1. This policy will be reviewed periodically.

**8. RELATED POLICIES**

8.1. Rescinds policy C.d.12 Public Service


**9. APPROVAL and REVISION CONTROL**

ISSUED BY	APPROVED BY:	DATE:
Mayor		2024/12/17
Chief Administrative Officer		2024/12/11

## **Appendix I**

- Bylaw
  - Animal Control (Dogs, etc.)
  - Bicycle Safety
  - Illegal Parking
  - Lost & Found
  - Provincial Statutes, i.e. Dangerous Dog Act
  - Taxi Cabs
  - Unsightly Premises
  - Weed Control
- Development
  - Building Permits
  - Development Permits
  - Lot Drainage
  - Easement & caveats on property titles
  - Grades or evaluation
  - Planning
  - Subdivisions
- Finance
  - Accounts – payable/receivable
  - All Billings
  - Collections
  - Expense Accounts
  - Investments
  - Insurance Claims
  - Legal Descriptions
  - Personnel – Payroll
  - Purchasing Policy
  - Tax Certificates, Assessment

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- Debentures
    - Land Transaction
  - Administration
    - Town Office Maintenance
    - Council Decisions/Meetings
    - Office Security
    - Records Management (Bylaws, Agreements file, Minutes Agenda, Policies)
    - Municipal Clerk
    - Legislation – Municipal Government Act
    - Census
    - Elections
    - Capital projects (Projects)
  - Corporate Services
    - Human Resources/Personnel Files
    - Legislation – Employment Standards, FOIP
    - Personnel - ethics & courtesy
    - Public Communications
  - Protective Services
    - Fire Protection/Rescue
    - Fire Prevention
    - Inspections
    - Mutual Aid-Fire Protection
    - Permits-Burning/Fireworks
    - Tours/Classroom Education
    - Volunteer Members
  - Operations: Public Works and Utilities
    - Asphalt Repair
    - Back Lanes

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- Complaints; re: operator behaviour, speeding in trucks, etc.
  - Fire Hydrants – repairs, painting
  - Garbage pick-up and waste disposal site
  - Garbage pick-up and waste disposal site
  - Hazardous waste – disposal
  - Roads – rehabilitation, grading, parking lots
  - Sewage disposal, collection
  - Sidewalk repairs
  - Sign requests – speeding, warnings, parking
  - Signal lights – bulbs out, timing, etc.
  - Snowplowing/clearing
  - Street sweeping
  - Street line painting
  - Utilities (locates)
  - Waterlines – new connection, low pressure, rental, meters.
  - Water treatment & quality
  - Utilities (tie-ins & construction inspections)
  - Community Services:
    - Arena/Parks
    - Community Programs
    - Grass Cutting
    - Joint Use (bookings, using school facilities)
    - Litter collection (summer)
    - Outdoor Rinks
    - Sports Fields (bookings, maintenance)
    - Northern Lights Aquatic Centre
    - Walkway/trail snow clearing
    - FCSS



- Chief Administrative Officer:
  - Disaster Services
  - Legal Matters
  - Matters related to library, RCMP, Tourism & Economic Development
  - Overall Town Image Matters
  - Policy development

