



Corporate Policy

Policy #:	SER-010-001
Division:	Community Services
Effective Date:	July 15, 2026
Review Period:	Annual

Policy Title: Creston Valley Regional Airport – Level of Service Policy

Purpose & Scope

The purpose of this policy is to define the level of service for the operation, maintenance, and strategic management of the Creston Valley Regional Airport in a manner that supports public safety, regional connectivity, and long-term sustainability.

This policy applies to:

- Airfield operations and safety infrastructure
- Emergency and essential service access
- Regulatory compliance and asset stewardship
- Governance and reporting relationships

This policy is aligned with the Creston Valley Regional Airport Master Plan (2025), which identifies the airport as a critical regional asset supporting medevac, wildfire response, and economic activity.

Definitions

Airport: The Creston Valley Regional Airport, owned by the Town of Creston and operated by the Airport Society.

Airport Master Plan: The Creston Valley Regional Airport Master Plan (2025–2044), adopted by Council to guide governance, administration, and development over a 20-year period.

Airport Society: The Creston Valley Regional Airport Society, contracted to operate the Airport on behalf of the Town.

Critical Public Safety Operations: Activities supported by the Airport, including air ambulance services, wildfire suppression, and search and rescue.

Operational Limits: Constraints related to weather conditions, aircraft performance, regulatory requirements, and infrastructure capacity that may affect airport availability or use.

Service Statement

Residents and regional users can expect the Creston Valley Regional Airport to be **operated safely, reliably, and in compliance with applicable aviation standards**, ensuring year-round access for emergency services and supporting general aviation consistent with the Airport Master Plan.

Winter Operations

The Airport Society will make reasonable efforts to maintain winter access; however, winter maintenance is limited and not guaranteed. Service levels may vary depending on weather conditions, operational capacity, and available resources.

Power Outages

Airport operations are currently dependent on utility power. In the event of a power outage, the airport is unable to operate due to the absence of a backup generator capable of supporting essential airfield systems.

Performance Targets (3–7 KPIs; with exact definitions)

KPIs follow the CSEI standard: clear, measurable, and resident-understandable.

KPI 1 — Airfield Availably for Public Safety

Target: ≥ 99% annual runway availability excluding weather-related closures.

Definition: Percentage of time the runway is operational and available to use.

KPI 2 — Emergency Response Readiness

Target: 100% availability for medevac operations, subject to weather, aircraft, and regulatory operational limits.

Definition: Ability to support essential service aircraft within operational limits. In emergency situations, reasonable efforts will be made to ensure the runway is plowed and accessible, recognizing that winter conditions may impact response times and availability.

KPI 3 — Regulatory Compliance

Target: Achieve 100% compliance with Transport Canada requirements and all applicable federal regulations

Definition: No unresolved regulatory findings at year-end, with all deficiencies identified by Transport Canada addressed and closed

KPI 4 — Planned Maintenance Delivery

Target: ≥ 90% of planned annual maintenance completed within the fiscal year

Definition: Completion rate of scheduled maintenance for equipment, buildings, and grounds

KPI 5 — Safety Incidents

Target: 0 preventable runway safety incidents.

Definition: Incidents attributable to infrastructure condition or operational oversight.

KPI 6 — Capital & Capacity Readiness

Target: Airport capital priorities are maintained in alignment with the adopted Airport Master Plan.

Definition: The Airport maintains current planning, condition assessments, and project readiness required to pursue funding and implement priority improvements identified in the Airport Master Plan.

KPI 7 — Medevac Access Support

Target: 100% response rate to medevac access requests, subject to operational limits.

Definition: Ability to respond to medevac requests and make reasonable efforts to provide access, recognizing that weather and winter conditions may limit availability.

Measurement & Data Sources

KPI	Data Source	System / Owner	Frequency
Airfield Availability	Notice to Airmen (NOTAM)	Airport Society	Monthly
Emergency Readiness	Flight records/ operations logs	Airport Society	Quarterly
Regulatory Compliance	Inspection reports	Transport Canada / Town	Annual
Planned Maintenance	Capital & Maintenance plans	Community Services	Annual
Safety Incidents	Incident reports	Airport Society	Ongoing
Capital & Capacity Readiness	Airport Master Plan, capital plans	Community Services	Annual
Medivac Access Support	Airport Society logs, NOTAMs	Airport Society	Annual

Variance & Risk Tolerance (how/when LOS flexes; escalation & comms)

Acceptable Variances

Service levels may be temporarily affected by:

- Severe weather events
- Wildlife hazards
- Emergency response prioritization
- Capital funding constraints
- Regulatory changes

Flex Protocol (Escalation & Communication)

1. Society identifies service impact and mitigation options.
2. Notification to Community Services Director.
3. CAO briefed if impact exceeds 72 hours or affects emergency services.
4. Council informed through regular reporting or urgent briefing as required.
5. Public communication issued when service impacts affect users or emergency access.

Roles & Responsibilities (Council/CAO/Director/Managers)

Council

- Approves Level of Service policies and funding
- Receives performance and risk reports

Chief Administrative Officer (CAO)

- Ensures policy alignment with corporate priorities
- Oversees relationship with the Airport Society

Community Services Director

- Policy owner and performance oversight
- Coordinates reporting, capital planning, funding alignment, and Airport Master Plan implementation

Creston Valley Regional Airport Society

- Day-to-day operations and maintenance
- Safety, compliance, and performance tracking
- Reporting to the Town per agreement

Reporting (monthly internal; quarterly Council; annual public)

- **Monthly:** Internal operational updates
- **Quarterly:** Council summary of performance indicators
- **Annually:** Public reporting as part of Town service reporting and budget documentation

Continuous Improvement (how targets evolve; lessons learned)

- Service levels will be reviewed:
 - As part of the four-year policy review cycle
 - Following major infrastructure upgrades
 - In conjunction with updates to the Airport Master Plan
- Lessons learned from incidents, audits, and capital projects will be incorporated into future LOS refinements

Appendices (maps, standards, priority routes, regulatory references)**Appendix A:** Creston Valley Regional Airport Master Plan (2025)**Appendix B:** Governance and Operating Agreements**Appendix C:** Regulatory Reference Framework