



CRESTON
VALLEY

Corporate Policy

Policy #:	SER-009-010
Division:	Infrastructure Services
Effective Date:	July 28, 2026
Review Period:	Annual

Policy Title: Parks – Level of Service Policy

Purpose & Scope

The purpose of this policy is to define the Level of Service (LOS) for municipal parks, open spaces, trails, and related amenities. This policy provides a framework to ensure that parks are safe, accessible, well-maintained, and aligned with community expectations, while supporting responsible financial and asset management practices.

This policy applies to:

- Developed parks, playgrounds and splash parks, sports fields, and natural areas;
- Park infrastructure such as pathways, irrigation systems, furnishings, and amenities;
- Routine operations, maintenance, lifecycle renewal, and capital improvements; and
- Infrastructure Services, Corporate Communication, and Community Services staff.

Definitions

Amenity: Park features including playgrounds, benches, washrooms, sports infrastructure, and landscaping.

Grounds Maintenance: The routine upkeep of park landscapes and amenities to maintain a safe, attractive, and functional environment for public use. Activities include mowing and trimming of grass, maintenance of trees and shrubs, weed control, care of landscaped areas, pathway maintenance, and other related groundskeeping activities required to preserve the appearance and usability of park facilities.

Preventative Maintenance: Scheduled maintenance activities to preserve asset condition and reduce failures.

Reactive Maintenance: Unplanned work in response to complaints, damage, or hazards.

Response: Staff attend the site, dispatch resources, or make documented contact with the requester and take appropriate action to address the reported safety hazard. Appropriate action includes correcting the hazard where feasible or implementing temporary measures to secure the area and protect the public until permanent repairs can be completed.

Safety Hazard: A condition presenting a risk of injury to park users.

Service Statement

Residents can expect the Municipality to:

- Provide clean, safe, and accessible parks for recreation and community use;

- Maintain grass, trees, trails, and amenities to a consistent standard;
- Conduct regular inspections of playgrounds, splash parks, and park infrastructure;
- Respond promptly to hazards, service requests, and park-related concerns;
- Support community events and recreational activities through well-maintained spaces; and
- Plan for the renewal and improvement of park infrastructure over time.

During the summer maintenance season (typically April through October), developed park areas are maintained on a 7-day maintenance cycle, which includes mowing, trimming, litter removal, and upkeep of landscaped areas.

The Town maintains parks during the winter season through regular inspections, litter removal, monitoring of landscaped areas, and mitigation of identified hazards. Maintenance activities are prioritized based on public use, safety considerations, weather conditions, and available resources.

Performance Targets

KPIs follow the Creston Service Excellence Initiative (CSEI) standard: clear, measurable, and understandable.

KPI 1 — Park Safety Inspections

Target: ≥ 90% of scheduled monthly park safety inspections completed.

Definition: Number of completed monthly park safety inspections divided by the number of inspections scheduled during the reporting period.

KPI 2 — Grounds Maintenance

Target: ≥ 90% of scheduled summer grounds maintenance cycles completed within 7 days.

Definition: Percentage of scheduled mowing, trimming, and grounds maintenance cycles completed within the established 7-day service standard during the summer season.

KPI 3 — Washroom Cleaning/Inspection

Target: ≥ 90% of scheduled daily washroom inspections and cleanings completed.

Definition: Number of completed daily washroom inspections and cleanings divided by the number scheduled during the reporting period.

KPI 4 — Daily Grounds Inspection

Target: ≥90% of daily park inspections completed.

Definition: Percentage of daily park inspections completed during the reporting period, including inspection of grounds conditions, litter, pathways, and identified hazards.

KPI 5 — Safety Service Request Response Time

Target: ≥ 95% of park-related safety hazard service requests responded to within 4 business hours.

Definition: Number of park-related safety hazard service requests receiving an initial response within 4 business hours divided by total safety hazard service requests received.

KPI 6 — Service Request Response Time

Target: ≥95% of park-related service requests responded to within 3 business days.

Definition: Number of park-related service requests receiving an initial response within 3 business days divided by the total number of service requests received.

Measurement & Data Sources (systems, owners, frequency)

KPI	Data Source	System / Owner	Frequency
Parks Safety Inspections	Inspection Checklist	Public Works Superintendent	Monthly
Grounds Maintenance	Infrastructure Reporting Log	Public Works Superintendent	Weekly
Washroom Cleaning/Inspection	Bathroom Checklist	Public Works Superintendent	Daily
Daily Grounds Inspection	Infrastructure Reporting Log	Public Works Superintendent	Daily
Safety Service Response Time	Infrastructure Reporting Log	Public Works Superintendent	Monthly/Per Event
Service Request Response Time	Infrastructure Reporting Log	Public Works Superintendent	Monthly/Per Event

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

Following corporate variance rules where LOS may flex due to circumstances.

LOS may temporarily vary due to:

- Staffing Shortages or supply chain delays
- Extreme weather events affecting infrastructure
- Equipment failures
- Major community events

Flex Protocol:

- An on-duty supervisor assesses operational constraints;
- Director of Infrastructure Services authorizes LOS variance;
- CAO notified for significant multi-day impacts;
- Communications Coordinator issues public updates for issues impacting park users.

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

Council

- Approves LOS policy and service expectations;
- Receives quarterly performance reports;
- Establishes funding priorities through annual budgeting.

Chief Administrative Officer (CAO)

- Ensures compliance and adequate resourcing;
- Oversees organizational accountability.

Director of Infrastructure Services

- Oversees Parks operations and service-level adherence;
- Approves variances and escalations;
- Recommends service improvements and budget requirements.

Public Works/Utilities Superintendents

- Oversee daily operations, maintenance programs, and inspections;
- Ensure accurate record keeping for KPI's.

Corporate Communication

- Issues public notices regarding parks activities/closures;

Reporting (monthly internal; quarterly Council; annual public)**Monthly (Internal Ops Dashboard):**

- KPI dashboard (Parks Safety Inspections, Ground Maintenance, Washroom Cleaning, Daily Inspections, Safety Requests and Service Response Time)

Quarterly (Council):

- Summary of Level of Service KPI's and notable issues

Annual (Public):

- Summary of Parks operations, major events, and improvements/upgrades.

Continuous Improvement (how targets evolve; lessons learned)

- Review KPI's annually to ensure relevance and accuracy;
- Incorporate as part of the municipal budgeting and asset management process;
- Following significant service failures or safety incidents;
- Through community feedback and engagement processes.

Appendix A: Parks and Trails Map

