

BASIC SERVICE LISTING

Program Name	Program Classification	Service Name	Service Description
Emergency Response	Core Programs	Emergency (First) Response	Provide emergency assistance to critical incidents, weather events and medical emergencies.
Emergency Response	Core Programs	Emergency Management	Develop comprehensive plans for the prevention, preparedness, mitigation, response and recovery related to emergency incidents.
Emergency Response	Core Programs	Fire Response	Respond to fires, alarms and related emergencies.
Emergency Response	Core Programs	Medical Response	Respond to medical emergencies.
Emergency Response	Core Programs	Rescue Response	Respond to rescue emergencies.
Municipal Governance	Core Programs	Advise Council	Provide Council with information and advice on the operation and affairs of the municipality.
Municipal Governance	Core Programs	City Accounting & Financial Reporting	Manage financial transactions, ensuring compliance and report the results to stakeholders.
Municipal Governance	Core Programs	Committees & Board Coordination	Coordinate and liaise with all Council Boards and Committees.

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Municipal Governance	Core Programs	Community Feedback & Engagement	(Ask) Seek and use feedback from the community.
Municipal Governance	Core Programs	Council Meeting Planning, Coordination & Execution	Plan, organize and coordinate Council Meetings, presentations, delegations and agenda items.
Municipal Governance	Core Programs	Facilitate & Implement Council's Direction & Laws	Provide Council with support on the development of their strategic vision, bylaws, resolutions, policies, and agreements.
Municipal Governance	Core Programs	Govern the Municipality	Provide oversight of lawmaking and policy making and approval of the budget, considering the interest of the municipality as a whole.
Municipal Governance	Core Programs	Municipal Lawmaking Coordination	Assist and lead in the coordination of developing Council-driven bylaws and policies.
Municipal Governance	Core Programs	Oversee Governance & Transparency Compliance	Adhere to provincial legislation and regulations pertaining to public information and processes.
Municipal Utilities	Core Programs	Prepare & Issue Utility Bills	Collect utility meter reading data, prepare and issue utility billings.
Municipal Utilities	Core Programs	Utility Company Accounting, Financial Reporting, Financial Statements & Audit	Combine all financial transactions, ensuring compliance and report the results to stakeholders.

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Municipal Utilities	Core Programs	Utility Company Budget & Financial Planning	Combine all anticipated activities and related assumptions to forecast financial transactions.
Municipal Utilities	Core Programs	Utility Services Management	Deliver safe and reliable water, sewer, storm, waste removal, and other related utility conveyance to customers (Residents, Businesses).
Public Safety & Enforcement	Core Programs	Bylaw Enforcement	Enforcement of city bylaws.
Public Safety & Enforcement	Core Programs	Crime Reduction	Crime prevention, detection and deterrence through proactive police programs and activities.
Public Safety & Enforcement	Core Programs	Federal Enforcement & Investigation	Investigation and enforcement of criminal activity under Federal statutes.
Public Safety & Enforcement	Core Programs	Fire Inspection	Conduct fire inspections.
Public Safety & Enforcement	Core Programs	Provincial Enforcement & Investigation	Enforcement of Provincial Statutes.
Public Safety & Enforcement	Core Programs	Specialized RCMP Support	The Municipal Police Service agreement with the RCMP includes provision of all police services and access to specialized support units which the municipality does not provide locally.

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Public Safety & Enforcement	Core Programs	Traffic Enforcement	Enforcement of traffic laws.
Solid Waste & Recycling	Core Programs	Eco Centre Drop-off Facility	Receive approved recyclable materials from the public, and source best option for disposal/processing.
Solid Waste & Recycling	Core Programs	Solid Waste Collection & Disposal	Curbside collection, hauling and processing/disposal of Organics, Recycling and Landfill Waste materials.
Taxation	Core Programs	Property Assessment & Taxation	Annual market and regulated assessment valuation and taxation of properties.
Transportation	Core Programs	Road Access & Maintenance	Provide safe and environmentally conscious access to the various roadways within the City of Chestermere.
Transportation	Core Programs	Storm Water Management	Operation and maintenance of all City-owned stormwater infrastructure.
Transportation	Core Programs	Traffic Operations & Management	Operation and management of all City-owned traffic systems.
Business Support	Ancillary Programs	Investment Attraction	Work to attract investment prospects.

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Business Support	Ancillary Programs	Liaise with Business Community	Present information and foster discussions to promote Chestermere as a place to invest and grow.
Community & Social Development	Ancillary Programs	Community Capacity Building	Strengthen the skills of people, community and organizations in order to achieve their goals and overcome particular issues.
Community & Social Development	Ancillary Programs	Community Programs	Plan, manage and execute programs.
Community & Social Development	Ancillary Programs	Cultural Programs	Plan, manage and execute programs.
Community Information & Relations	Ancillary Programs	Community Education & Information	(Inform) Teach and explain to the community.
Community Information & Relations	Ancillary Programs	Community Feedback & Engagement	(Ask) Seek and use feedback from the community to help inform policing priorities for the community.
Community Information & Relations	Ancillary Programs	Community Promotion	(Promote) Share Chestermere's attributes and qualities.
Community Information & Relations	Ancillary Programs	Community Relations	(Show up) Be visible in the community to build relationships.

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Community Information & Relations	Ancillary Programs	Facilitate access to Municipal Elected Officials	Provide access to the Mayor and Council.
Community Information & Relations	Ancillary Programs	Facilitate Access to the CAO	Provide access to the CAO.
Community Information & Relations	Ancillary Programs	Respond to Inquiries & Requests for Service	Receive and respond to inquiries for requests for City related services.
Development Support	Ancillary Programs	Current Municipal Planning	Manage the City's land and resources in order to balance the interest of individual property owners with the wider needs and aspirations of the community to support a high quality of life.
Development Support	Ancillary Programs	Developer Consultation	Provide professional advice and assistance to ensure customer satisfaction.
Development Support	Ancillary Programs	Land Agreements Management	Develop the framework for legal contracts detailing the obligations of all parties and specifying the standards and conditions that will govern the development and use of the property(s).
Future Planning	Ancillary Programs	Capital Project Planning	Develop a plan to ensure the City's existing assets are maintained and/or improved, and to create new assets relative to the defined risks profile.
Future Planning	Ancillary Programs	City Budget & Financial Planning	Combine all anticipated activities and related assumptions to forecast financial transactions.

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Future Planning	Ancillary Programs	Electricity, Natural Gas Utility Planning	Provide electricity and natural gas utility service and cost analysis.
Future Planning	Ancillary Programs	Human Resources Strategy Development	Provide strategic leadership in alignment with the City's strategic vision, legislative and regulatory requirements and risk management best practices.
Future Planning	Ancillary Programs	Intermunicipal & Regional Planning	Build and maintain strong relationships by working collaboratively as support in identifying the efficient placement of land use activities, infrastructure, and overall growth patterns within the Calgary Metropolitan Region.
Future Planning	Ancillary Programs	Long Range Municipal Planning	Identify the goals and objectives for land use, infrastructure, community services & facilities, and corresponding long term policy creation.
Future Planning	Ancillary Programs	Social Planning & Development	Plan & develop social service programs, services and policies to address critical social issues facing the community and to improve the well-being of every individual.
Future Planning	Ancillary Programs	Total Rewards Strategy Development	Develop and maintain total rewards structure and processes (compensation, pensions, benefits and perquisites).
Future Planning	Ancillary Programs	Workforce Planning & Talent Management	Identify current and future talent needs and any organizational talent gaps.
Licences & Permits	Ancillary Programs	Licensing	Provide residents with license services.

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Licences & Permits	Ancillary Programs	Permits Management	Administer and ensure all development and building projects adhere to plan area frameworks, land use district bylaws, safety codes, engineering standards, and other legislative and regulatory requirements.
Parks, Recreation, Events	Ancillary Programs	General Events	Plan, manage and execute events.
Parks, Recreation, Events	Ancillary Programs	Lake Access	Provide safe and environmentally conscious access to Chestermere Lake.
Parks, Recreation, Events	Ancillary Programs	Parks & Open Spaces Access	Provide access to clean, safe and well-maintained parks and open spaces.
Parks, Recreation, Events	Ancillary Programs	Parks & Recreation Programs	Plan, manage and execute programs.
Corporate Support	Support Programs	Accounts Payable	Provide accurate, timely processing of all vendor invoices and staff expense claims.
Corporate Support	Support Programs	Accounts Receivable	Provide accurate, timely processing of customer invoicing including tracking and collecting on outstanding balances.
Corporate Support	Support Programs	Communications Infrastructure Management	Procure, deploy and maintain all communications infrastructure for the City

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Corporate Support	Support Programs	Coordinate City Financial Statements & Audit	Comply with legislative requirements for financial reporting and audit of annual financial statements.
Corporate Support	Support Programs	Corporate Procurement Support	Develop and implement appropriate operational policies, procedures, practices, skills, and tools & techniques to achieve specific goals that meet specific success criteria for City's projects.
Corporate Support	Support Programs	Corporate Project Management Support	Develop and implement appropriate operational policies, procedures, practices, skills, and tools & techniques to achieve specific goals that meet specific success criteria for City's projects.
Corporate Support	Support Programs	GIS Data Management	Deliver effective, reliable, and accessible information through the acquiring, validating, storing, and processing of data over various GIS software platforms for the benefit of stakeholders.
Corporate Support	Support Programs	Insurance Risk Management	Provide insurance and risk management including advice, direction and management of all claims to protect the interest of the City.
Corporate Support	Support Programs	Internal Management of Projects	Provide support for projects managed within the organization from design phase through to construction completion.
Corporate Support	Support Programs	IT & Data Security	Manage the security, access and retention of the City's IT systems and data
Corporate Support	Support Programs	IT Advisory	Provide technical advice for IT matters

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Corporate Support	Support Programs	IT Provision of Hardware & Software	Provide for and manage all hardware and software for the City
Corporate Support	Support Programs	IT User & Product Support	Provide helpdesk support to users and troubleshoot issues with hardware and software
Corporate Support	Support Programs	Operational Management of the Municipality	Manage and oversee operations in the most efficient and effective manner.
Corporate Support	Support Programs	Strategic Planning for Administration	Create a strong organizational framework and culture to implement Council's vision.
Corporate Support	Support Programs	Warehouse Management	Ensure all applicable Functional Areas have the tools and materials required.
Facility Management	Support Programs	Building & Property Maintenance	Perform corrective, preventive, risk-based and condition-based maintenance of all city owned buildings, structures and adjoining exterior properties.
Facility Management	Support Programs	Contracted Property Management	Managing corporate property third party/external contracts.
Fleet Management	Support Programs	Fleet Management	Centralized coordination of all purchases, operations and maintenance and disposal of the City's fleet.

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Program Name	Program Classification	Service Name	Service Description
Human Resources	Support Programs	Employee Engagement & Retention	Promote engagement, commitment and motivation of employees to enhance productivity, morale and a positive organizational culture.
Human Resources	Support Programs	Employee Relations	Develop and enable positive interpersonal relationships within the workforce, and between employer and employee.
Human Resources	Support Programs	Human Resources Metrics & Financial Management	Determine the value and effectiveness of Human Resources initiatives.
Human Resources	Support Programs	Identify Employee Learning & Development Opportunities	Identify organizational learning priorities to develop talent in alignment with the City's objectives.
Human Resources	Support Programs	Promote Health, Wellness & Safety	Awareness and understanding of legislation; education of staff, opportunities for enhancement; proactive approach to mental and psychological well-being.