



Medicine Hat



SEPTEMBER 2025

Community Service Level Inventory

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Introduction

The Community Service Level Inventory serves as a foundation for service delivery to the residents of Medicine Hat. This document aligns with Council’s 2024-2026 Focused Council Strategic Priorities – Plans and Actions, providing both Council and the community with comprehensive information on the external services provided by the City.

This inventory articulates the external services provided by the City, ensuring the organization operates effectively with the end user in mind. It offers an overview of the costs associated with delivering these services, aiding in informed decision-making related to resource allocation.

Process Overview

The inventory was developed in collaboration with leaders from across the organization. The inventory provides Council and the community with information on the external services provided to the public. This document is a useful tool for the public to find additional information about the services provided, and the level of service the community can expect to receive from the City. The inventory will be utilized to assess organizational capacity and improve the efficiency and effectiveness of service delivery.

Organization and Content:

- Functional Areas - The document is organized by functional area; Home Property & Utilities / Community Safety & Support / Arts, Heritage, Parks & Recreation / Roads, Parking & Transportation / Business & Development / Government & City Hall
- Service Details – Each table includes the service name & description of the service.
- Service Standard - Outlines the levels of external service the public can expect from the City. It is the standard set by the City or other legislation.

Continuous Improvement: The inventory reflects the current state of external services. Administration will continuously review, evaluate, improve, and enhance services, service levels, processes, and delivery methods to meet community needs. The inventory is reviewed and updated annually unless legislation changes are effective immediately, to ensure it remains relevant and accurate.

Glossary of Terms:

Community Service Name / Description is a service (or group of services) that addresses one or more of the primary purposes of local government and provides details about what services are offered.

Community Service Standard is a statement(s) of what level of service the community can expect to receive. This may include reference to internal policies or external regulations.

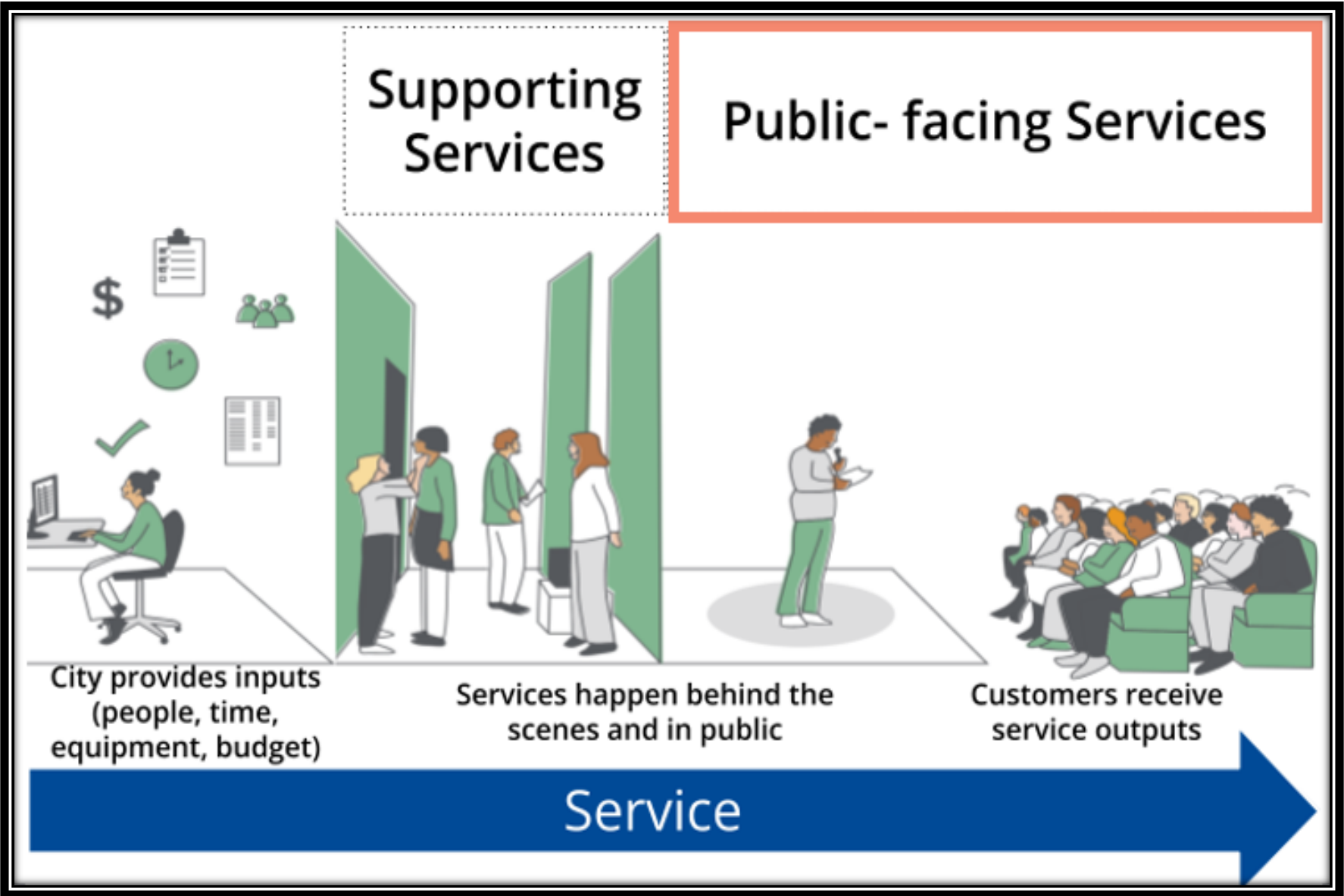
Cost of Service Delivery represents the 2025 budget and includes revenue received as well as the operating costs associated with the service. The cost of each service is represented as a percentage of the operating budget (municipal or utility) rather than in dollar amounts. This approach provides a more balanced and comparable view across services. Dollar amounts can sometimes appear disproportionate due to the way budgets are structured or how internal allocations are applied. By using percentages, the emphasis is on the relative share of resources each service requires, giving a clearer picture of overall priorities without overstating or understating the impact of any single service. Should a more thorough review of a service occur a cost benefit analysis would require a more in-depth financial analysis.

SCOPE OF WORK – PHASE ONE

Phase One of the Service Level Inventory initiative concentrated on identifying and documenting service levels across external operating departments that deliver public-facing services. The primary objective was to establish a clear understanding of the standards and expectations associated with customer-facing interactions.

The service levels outlined in this document are intentionally framed from the customer’s perspective. They are presented in accessible, non-technical language to clearly convey the quality and extent of service that residents and stakeholders can reasonably expect to receive.

Looking ahead, future phases of this initiative will expand the inventory to include internal support services provided by the City. This broader scope will ensure a comprehensive view of service delivery across all municipal functions.



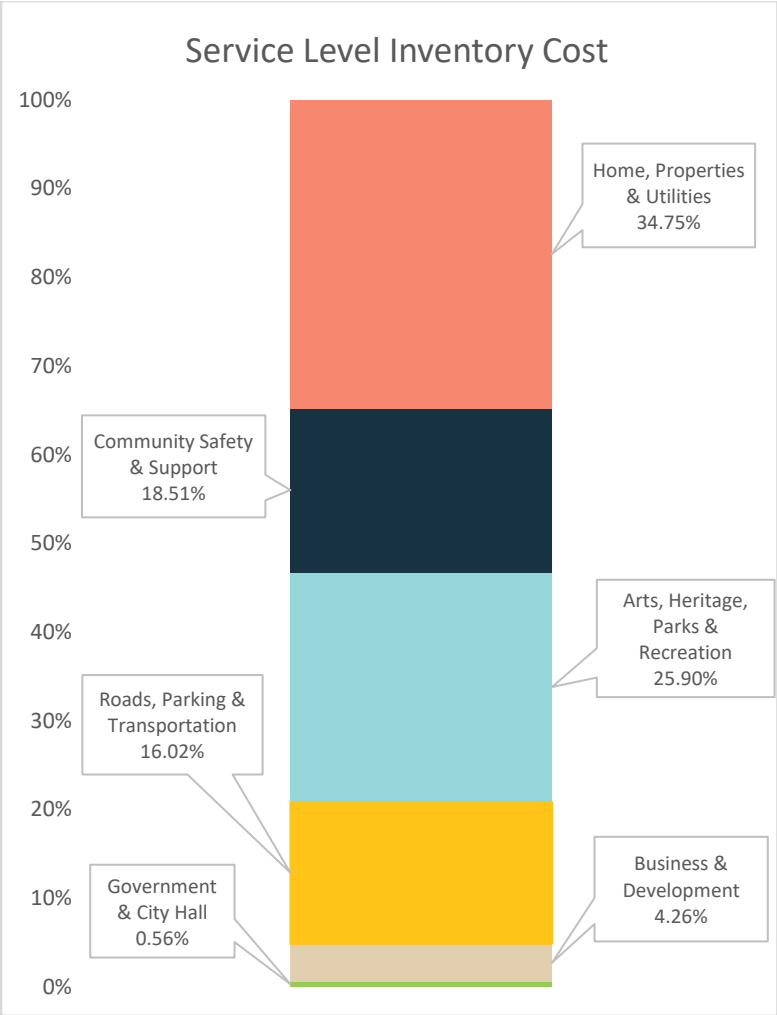
RESOURCING OUR WORK

Operating the City:

The City of Medicine Hat employees work hard every day to help deliver, maintain and grow the services Haters count on everyday, including spaces like libraries and recreation centres maintenance and improvements to core services and safety, wellness and security initiatives. As part of the 2024-2026 Focused Council Strategic Priorities – Plans and Actions City Council directed Administration to conduct a comprehensive review of the external services provided by the City.

How Operating Money Is Spent:

The chart below shows the total service level inventory expenditures for each major category. The percentages shown in the chart below reflect the spending categories for the 2025 operating budget.



Home, Properties & Utilities – from garbage to utilities, renovating to taxes, solar panels to fire pits, here you'll find everything you need to know about managing your home and property.

Community Safety & Support – the City provides local safety services, emergency response, and community support programs to help residents stay safe and informed.

Arts, Heritage, Parks & Recreation – Medicine Hat is a vibrant city with an enjoyable climate, 330 days of sunshine, and many indoor and outdoor opportunities. Our city is proudly known for its extensive network of trails, abundant recreational and cultural facilities, and rich heritage

Roads, Parking & Transportation – an integrated system of roads, lanes, sidewalks, paths, trails and pedestrian bridges, combined with a fixed-route and transit-on-demand public transportation service, ensures safe travel for drivers, riders and pedestrians around Medicine Hat. Medicine Hat Regional Airport (YXH) provides flight services to and from Medicine Hat and surrounding areas. Services include scheduled passenger flights operated by WestJet and private charters.

Business Development – information for doing development/building projects and operating a business. We offer guidance and support for developers, contractors, and entrepreneurs.

Government & City Hall – the City of Medicine Hat is proud to serve you. The City Clerk's office provides administrative support, bylaws, elections and more.

Out of Scope: (Future Phase)

- **Corporate Services** – Communications, Engagement & Marketing, Corporate Planning & Performance, Finance, Fleet, Facilities & Asset Management, & Information Technology.
- **Energy, Land & Environment** – Energy Marketing & Business Analysis, Environment, Land & Gas Production & Electric Generation.
- **General Government** – City Solicitor, Economic Development & People Services.
- **Police Services**

Home, Property & Utilities

From garbage to utilities, renovating to taxes, solar panels to fire pits, here you'll find everything you need to know about managing your home and property.

Finance - Assessment & Taxation

The municipal assessment and taxation team is responsible for evaluating property values, recommending tax rates, and enforcing provincial legislation and tax laws within the municipality. They assist taxpayers with assessments inquiries, handle appeals for resolution or board decisions and maintain accurate records while also ensuring taxation practices align with broader municipal objectives.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Assessment: prepare property assessment valuations & delivery assessment notices for all parcels, land, buildings and machinery & equipment (M&E)	▪ Declare Assessments to the Province by January 24th. ▪ Mail Assessment Notices by Feb 28th to rate payers. ▪ Assessment & Taxation Regulation 2018, AB Reg 203/2017 ▪ MGA 285-316	% of Municipal Operating Budget	0.98%
Assessment Inquiries: assessors are available to respond to questions or concerns about property assessments. Official documents, such as tax certificates, can be requested through the city’s tax certificate portal.	▪ Provide requested information to rate payers within legislated 15 days using on-line portal for MGA 299 & 300 Requests.	Funding Source: Municipal Revenue	99.92%
Requests for Information: refers to a request for information or clarification regarding the assessed value of a property, which is used to determine property taxes.	▪ Mail Assessment Requests for Information (ARFI) sent annually: MGA 294 & 295.	Third-Party	0.08%
Tax Appeals & Resolutions: complaints are reviewed by the Assessment Review Board (ARB), which has the authority to amend assessments after reviewing evidence. Local Assessment Review Board LARB (3 units or less). Composite Assessment Review Board CARB (all other properties).	▪ Discuss assessment with rate payer, provide Assessment Summary details using on-line MGA 299/300. ▪ Complaint Deadline – 60 days from notice of assessment date, MGA 284(4). ▪ MGA 295(4), Part 11 MGA 453-515 and its regulations. ▪ Matters Relating to Assessment Complaints Regulation (MRAC), 2018, AB 201/2017. ▪ Complaint Fees: Bylaw 4640.	% of Municipal Operating Budget	0.17%
		Funding Source: Municipal Revenue	100%

Finance - Customer Care & Billing

Payment processing, collections and customer care taxation, general accounts receivables. The team manages service requests, service orders and inquiries and concerns, and requests related to municipal services such as water, electricity, waste management, accounts receivable, taxation and tax billing, transit passes, dog & cat licenses. The team also handles maintenance of the customer databases for utilities and taxation.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Account Management & Billing Services: Provides comprehensive account support for utilities and property taxes, including account setup, transfers, closures, billing, payment plans, collections, and service inquiries. Utility services cover meter reading, landlord coordination, and incentive programs; property tax services include ownership updates, school support declarations, tax recovery, and issuance of tax certificates and related documentation.	- Services are available in person, by phone, and email during standard hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.), with online portals accessible 24/7. - Inquiries are managed with a minimum 70% call centre service grade and email responses within two business days. - Payments are accepted through multiple channels including online banking, City portals, EFT, mail, in-person, drop box, and structured payment plans. - Monthly billing is offered with paper or electronic delivery; payment is due within 21 days to avoid late fees. - Accounts overdue by 60 days receive a Disconnect Warning Notice and may face service interruption if unresolved. - All services comply with applicable bylaws governing utility and property tax operations, account management, and payment policies.	% of Municipal Operating Budget	1.59%
	Collections & Receivables Services: Manages invoicing, account administration, monthly statements, payments, and collections for City revenue.	Funding Source: Municipal Revenue Utility Rates Fees & Charges	 11.14% 71.53% 17.33%

Environmental Utilities - Water Distribution Services

The team plays a crucial role in ensuring that safe drinking water reaches residential, commercial, and industrial users. The team ensures continuous water supply and monitor system pressure, while distribution systems also provide adequate flow and pressure for fire protection. All services provided in compliance with Federal and Provincial regulatory requirements including operating approval 972-03-00.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Water Distribution Services: This service consists of water metering, water bulk fill stations, non-potable water (aquifers), water line locates, community fill stations and water co-op agreements.	- Water metering service provided within 1-2 business days from original request - Operate and maintain a water bulk fill station provides the availability to consistent supply of water as per Municipal waterworks guideline and standards - Provide consistent water supply and pressure to boundary areas thus allowing smaller systems to gain access to safe potable water - Line location services can be scheduled at the customer’s request with 3 working days notice, large projects may require up to 5 working days notice. - Service provided in compliance with Alberta Environment and Parks Standards and Guidelines for Municipal Waterworks operating approval 972-03-00	% of Water Utility Operating Budget	52.81%
		Funding Source: Water Rates / Fees & Charges	100.00%
Water Distribution Monitoring, Inspection, Maintenance and Upgrades: Maintain and upgrade critical components including valves, hydrants, service lines, distribution and transmission pipelines. Ensuring proper operation of the City of Medicine Hat owned water infrastructure. Subservices include frost monitoring, uni-directional flushing, hydrant inspections and water distribution quality monitoring.	- Maintain and upgrade the infrastructure as required to ensure compliance - Uni-directional operation team utilizes special valve turning equipment to create flow in a single direction increasing velocity to quickly and efficiently clean water piping as required based on customer feedback and service requests. - Hydrant inspections are done based on Industry standards (Water Supply For Public Fire Protection 2020) - Maintain multiple frost monitoring stations to ensure compliance. - Maintenance and upgrades are performed by certified operators to protect the health of citizens and the environment. - Service provided in compliance with Alberta Environment and Parks Standards and Guidelines for Municipal Waterworks operating approval 972-03-00		

Environmental Utilities - Water Treatment Plant (WTP) Operations

The water treatment department manages the process of improving the quality of water with the purpose of serving an end-use.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Water Treatment Plant – Operations: operate and maintain a Class 3 WTP to provide safe clean drinking water to the residents of Medicine Hat and regional partners. The team also monitors reservoir water levels and operates the residuals handling plant to remove solids from the raw water from the South Saskatchewan River.	- Treatment process maintained 24 hours per day by certified operators as per regulatory requirements. - Service provided in compliance with Federal & Provincial Standards including Potable Water Regulation, Water Act, Guidelines for Canadian Drinking Water Quality, Standards and Guidelines for Municipal Water Works and Storm Drainage Systems (Operating Approval 972-03-00). - Monitor reservoir levels 24 hours per day.	% of Water Utility Operating Budget	45.06%
		Funding Source: Water Rates	100.00%

Environmental Utilities - Wastewater Collection

The team manages a wastewater collection system that gathers wastewater from homes, businesses and industrial sites, transporting it through a network of sewers, pumping stations and force-mains to trunk sewers that convey to the wastewater treatment facility. The team adheres to the Wastewater Systems Effluent Regulations (SOR/2012-139) and Federal and Provincial regulatory requirements including operating approval 971-03-01.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Wastewater Collection System Services: This service consists of source control, Fats/Oils/Grease (FOG), Wastewater disposal stations and line location services for wastewater and storm water.	▪ Collect and analyse samples to ensure compliance with limits set Bylaw No.1541 for source control and FOG program ▪ Educate and collaborate with customers to reduce undesirable products in the wastewater collection system as required. ▪ Operate and maintain the sanitary dump station with routine cleaning and confirmation of permit and billing requirements. ▪ Permit from Environmental Utilities department is required for wastewater disposal station ▪ Line location services can be scheduled at the customer’s request with 3 working days notice, large projects may require up to 5 working days notice.	% of Sewer Utility Operating Budget	57.25%
		Funding Source: Sewer Rates / Fees & Charges	100.00%
Wastewater Collection Monitoring, Inspection, Maintenance and Upgrades: Maintain and upgrade critical components including manholes, service lines, collection and trunk sewer mains.. Ensuring proper operation of the City of Medicine Hat owned infrastructure. Subservices include root foaming/maintenance, CIPP (Cured-In-Place Pipe) lining, CCTV Inspections and sewer main flushing.	▪ Maintain and upgrade the infrastructure as required to ensure compliance with Federal and Provincial regulatory requirements including Wastewater Systems Effluent Regulations,. ▪ Quality monitoring completed by Certified operators on shift 7 days/week ▪ Maintenance and upgrades are performed by certified operators to protect the health of citizens and the environment. ▪ Remove or minimize root intrusion in the wastewater collection system through mechanical augers and/or herbicide administered by licensed operators as required. ▪ CCTV Certified operators monitor and inspect current and new infrastructure for Municipal Servicing Standards Manual (MSSM) compliance and system issues. ▪ Field operations and contractors apply structural liners to relieve sewer issues as required.		

Environmental Utilities - Wastewater Treatment (WWTP) Operations

The wastewater treatment team plays a crucial role in the water reclamation progression by managing the multi-stage process that cleans and restores wastewater. It removes organic matter, solids, nutrients, and disease-causing bacteria. The team adheres to the Wastewater Systems Effluent Regulations (SOR/2012-139) and Federal and Provincial regulatory requirements including operating approval 971-03-01.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Wastewater Treatment Plant – Operations: Operate and maintain a Class 4 WWTP to ensure effluent discharged in the South Saskatchewan river exceeds regulator requirements. This includes testing and monitoring raw sewage quality and flow rates and adjust WWTP process and chemical feed rates as required to ensure discharged effluent meets regulatory requirements. The team also monitors equipment condition and performance to ensure proper operation of the wastewater treatment process and equipment. WWTP Maintenance program helps prevent equipment failures and reduces plant downtime.	▪ The treatment process is maintained each shift by certified operators as per regulatory requirements. ▪ Operators are on call to respond to critical alarms as required. ▪ Maintain certified operators on each shift, 7 days a week to ensure proper treatment as per the City’s operating approval. ▪ Staff maintain and perform minor and preventative maintenance as required. ▪ Maintenance completed to ensure continued compliance with regulations and operating approval.	% of Sewer Utility Operating Budget	40.10%
		Funding Source: Sewer Rates	100.00%

Environmental Utilities - Waste & Recycling

Waste and Recycling offers safe efficient collection, disposal, and diversion of waste materials, promoting sustainability through recycling programs, and maintaining compliance with environmental regulations to protect public health and the environment.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Curbside Collections (Waste, Organics, Recycling): Automated collection of household waste, organics and recycling as well as waste and cardboard for commercial, industrial, and institutional customers using City-provided bins. Waste and organics are processed at City facilities; recycling is managed by a third-party contractor.	▪ Weekly residential collection (Mon–Fri) across 5 zones ▪ Residential organics collection: April to November, opt-in at no extra monthly charge ▪ Non-residential collection Mon–Fri based on client needs ▪ 95% collection reliability rate	% of Solid Waste Utility Operating Budget	69.49%
		Funding Source: Solid Waste Rates	100.00%
Collection Support Services: Includes missed collections, temporary service adjustments during construction, residential/commercial cart/bin repairs and commercial bin lock installations.	▪ Missed collections resolved within 2 business days ▪ Temporary service: advanced notification to customers of service interruption and provide safe and accessible alternative pickup sites ▪ Residential cart and commercial bin repair/replacement within 2 business days ▪ Free commercial bin lock installation provided within 2 business days of request		
Seasonal Waste Programs: Includes Compost Giveaways, Annual Waste Round-ups, and Christmas Tree Recycling to promote sustainability and reduce landfill use.	▪ Compost giveaway: Held 3 times/year at Kipling Depot ▪ Annual Waste Round-ups: Held annually, typically in the fall ▪ Christmas Tree Recycling: Tree drop off available at designated locations annually December 24th -January 30th		
Waste Management Facility (Landfill): Public site for safe disposal of recyclables, hazardous waste, electronics, and more.	▪ Open Mon–Sat, 8am–5pm (closed Sun/holidays) ▪ Operates in compliance with federal/provincial regulations including Standards for Landfills in Alberta ▪ May close due to wind conditions	% of Solid Waste Utility Operating Budget	24.01%
		Funding Source: Landfill Tipping Fees	100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Compost Facility: Accepts organic material from residential and commercial sources for composting and landfill diversion.	- Open Mon–Sat, 8am–5pm (closed Sun/holidays) - Operates in compliance with federal/provincial regulations including Code of Practice for Compost Facilities - Sale of category A compost that is sold as a soil amendment.	% of Solid Waste Utility Operating Budget 3.16% Funding Source: Solid Waste Rates 100.00%

Environmental Utilities - Administration & Customer Care

Technical Assistants are responsible for handling calls/emails from residents and businesses regarding wastewater questions or concerns.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Customer Care – Environmental Utilities: Assists residents with troubleshooting and dispatches operators for issues related to water and wastewater services. Covers concerns such as leaks, water quality, sewer backups, meter issues, and more. Assist with fire hydrants rentals to construction companies during warmer months for projects requiring large volumes of water.	- Initiate and process customers' requests as they are received. Utilize Cityworks for the accurate and clear communication and tracking of Service Requests (SR) and Work Orders (WO). - Record and initiate 2x14s to the appropriate level and person(s) and ensure follow up and resolution is completed and provided to the customer within set dates. - Initial response – 2 days - Secondary follow up response – 14 days - Blue box and hydrant rentals scheduled with minimum 24-hour notice after receiving all required forms	% of Environmental Utilities Operating Budget 2.62% Funding Source: Environmental Utility Rates 100.00%

Energy, Land & Environment - Environmental Strategy and Compliance

The Environmental Strategy and Compliance team develops and implements internal strategies and processes to ensure corporate wide compliance for City projects and Operations, with relevant environmental legislation and in keeping with the City’s overall environmental vision. The team is also the steward of the City’s approach to environmental sustainability (beyond compliant levels).

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
HAT Smart: this program offers incentives to help residential customers and builders make environmental and energy-conscious upgrades when renovating existing residences or constructing new homes. The program is funded through the Environmental Conservation Charge on high utility consumption residential customers.	- Hat Smart Program runs annually from January 1st to December 31st - All applications and submission of required documents are due by December 31st - HAT Smart incentive Programs are offered on a first come first serve basis until December 31st or funds for the incentive are fully depleted for the year - For more information on HAT Smart please visit: Hat Smart	% of Municipal Operating Budget 0.20% Funding Source: Environmental Conservation Charge 100%
The Clean Energy Improvement Program (CEIP): provides an affordable, flexible, and streamlined approach to financing that helps residents invest in energy efficiency and renewable energy upgrades to residential properties. Through CEIP, the City of Medicine Hat provides financing to applicants for eligible clean energy projects that is repayable as a loan attached to the applicant’s property taxes.	- CEIP Incentives are offered based on available funding - Medicine Hat is offering a rebate of 6.6% of project costs for completed CEIP projects - An additional SmartFit incentive of up to 3.6% of financed project costs is offered on residential properties built before 1990 - For more information on CEIP please visit: City of Medicine Hat - CEIP	% of Municipal Operating Budget 0.17% Funding Source: Federal Grant Funding 100%

Utility Distribution Systems - Customer Care

This team provides front line customer care, administration, and general enquiries both internally, and externally, to our valued business partners. This team also assists with billing, external invoicing, locate administration, and service requests as they pertain to utility services offered by the department.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Customer Service & Billing – Electric and Gas: Attend to customers inquiries and residential, commercial and industrial service dispatches, providing follow up on customer questions which includes educating the public on electric and gas safety. Collect customer requests for new services, changes to services, problems with service. Billing for service alterations, new services, meter moves, high load escorts, line lifts, etc., based on Standard Charges Documents.	- Customer service requests are typically addressed immediately during the call. - Requests requiring operations staff are resolved based on volume, type and complexity of requests as well as available resources. - Standard customer inquiries Monday to Friday 7:00 to 4:00 excluding holidays. - Emergency Response 24/7 365 days a year. - Final invoice for billed electric and gas services generated within 30 days of final completion with Net 30 days payment. - Service provided in compliance with Bylaw No 2244- Electric Utility, Bylaw No 2489- Gas Utility, Customer Connection Guide -Electric Utility, Getting Connected: a Guide to Natural Gas Service.	% of Utility Distribution Systems Operating Budget 1.12% Funding Source: Gas & Electric Utility Rates 100.00%
Public Education and Awareness – Electricity: Safety education through trade shows, school presentations (Hazard Hamlet), social media, and website updates.	- Free safety presentations provided to School Districts – available upon request. - Participation in trade shows when appropriate. - Social media and website updates – as required when operational changes impact customers. - Service provided in compliance with Public Participation Framework.	
Emergency Response – Customer Care – Electric and Gas: Responds to customer calls during power outages and gas odor reports.	- Dispatch operations staff in order of triage within 30 minutes of call. - Emergency response 24/7 365 days a year. - Emergency responses provided in compliance with Canadian Standards Association (CSA) Z662 Oil and Gas Pipelines, Alberta Gas Distribution Act, Pipeline Act & Regulations, Alberta Electric Utilities Act, Canadian Standards Association (CSA) Z662 Oil and Gas Pipelines.	

Utility Distribution Systems – Engineering

This team provides detailed engineering and project management services for sustaining and growth capital projects, development of engineering and design standards in response to evolving industry and regulatory best practices, maintains infrastructure records and develops risk-based infrastructure management plans in response to long term service delivery objectives.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Electric & Gas Service Design Packages: Electric and gas service design packages for commercial services, subdivisions and site-specific service alterations as well as microgeneration and Distributed Energy Resource (DER) connections design services that will feed excess power onto the utility system.	▪ Electric Designs completed in compliance with the Alberta Electric Utility Code and Electric Utilities Act, Alberta Electric Utility Code, for Micro-Generation Regulation, City of Medicine Hat Bylaw No 2244- Electric Utility and Bill 22 – Modernizing Alberta’s Electric Grid Amendment ▪ Gas Designs completed in compliance with the Alberta Rural Utilities quality management plan and Canadian Standards Association (CSA) Z662 Oil, Bylaw #2489 – Gas Utility and Gas pipelines and Alberta Rural Utilities Quality Management Plan	% of Utility Distribution Systems Operating Budget 0.33% Funding Source: Gas & Electric Utility Rates 100.00%
Electric and Gas System Capacity Modelling for Third-party Developments: Review customer utility requirements against the capacity of the system to determine connection conditions	▪ Create and evaluate options to support gas & electric supply requirements of the 3rd party which align with utility codes, Technical Standards Manual for Gas Distribution Systems in Alberta and the most recent version of the Canadian Standards Association (CSA) Z662 Oil and Gas Pipelines.	% of Utility Distribution Systems Operating Budget 0.10% Funding Source: Gas & Electric Utility Rates 100.00%

Electric Distribution – Field Operations

This team provides frontline maintenance and construction services to all infrastructure within the electric distribution, transmission, substations, downtown network, and revenue class metering. In addition to robust asset inspection and maintenance responsibilities, this team also provides frontline response to all electric related emergencies or service outages and compliance services as they pertain to the Alberta Electric Utility Code within the Alberta Utilities Commission designated franchise area.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Electric Service Installations and Alterations: provide electric utility services up to the point of supply. Upgrades for the purpose of increasing utility service capacity can be initiated by request of the property owner, this includes changing service type from overhead to underground, service installations and microgeneration services.	Installations and upgrades completed in compliance with stamped/authenticated site-specific engineered drawings and The City of Medicine Hat, Electric Utility Customer Connection Guide, The Electric Utility Quality Management Plan: Alberta Safety Codes Council, The Alberta Electrical Utility Code: Alberta Safety Codes Council, CSA C22.3 No. 1:20 Overhead Systems, CSA C22.3 No. 7:20 Underground Systems, and CAN/ULC-S801 the Standard on Electric Utility Workplace Electrical Safety for Generation, Transmission, and Distribution.	% of Electric Distribution Operating Budget 3.60% Funding Source: Fees & Charges 100.00%
Electric Service Disconnects/Reconnects: temporary disconnection and reconnection of electrical service while the property owner conducts electrical maintenance or other onsite property modifications.	Service requests completed in compliance with Medicine Hat Customer Connection Guide, Alberta Electrical Utility Code, City of Medicine Hat Bylaw No 2244- Electric Utility, and CAN/ULC-S801 Standard on Electric Utility Workplace Electrical Safety for Generation, Transmission, and Distribution - Occupational Health & Safety Code.	% of Electric Distribution Operating Budget 6.19% Funding Source: Electric Utility Rates 100.00%
Electric Revenue Metering Program: conduct inspections, maintenance, replacement, and testing of revenue-class gas meters in compliance with Measurement Canada standards.	Locations are identified annually by Measurement Canada, complete all required inspections, replacements, testing, and approvals of revenue-class electric meters to ensure accuracy and compliance with legal standards within the specified timelines for each meter.	
Traffic Signal Light Maintenance Program: perform electrical maintenance, regular inspections, programming, and asset replacement and upgrades for overhead traffic signal lights.	Alberta Traffic Safety Act, Alberta Traffic Control Device Regulation, Alberta Electrical Utility Code, Manual of Uniform Traffic Control Devices for Canada, Alberta Transportation's Guidelines, International Municipal Signal Association, Bylaw No 2244- Electric Utility	% of Electric Distribution Operating Budget 1.22% Funding Source: Electric Utility Rates 100.00%
Subdivision Electric Construction Services: construction of electric utility infrastructure within new residential, commercial, and industrial subdivisions.	Construction completed in compliance with Stamped/authenticated site-specific engineered drawings as well as The Electric Utility Quality Management Plan: Alberta Safety Codes Council, The Alberta Electrical Utility Code: Alberta Safety Codes Council, CSA C22.3 No. 1:20 Overhead Systems, CSA C22.3 No. 7:20 Underground Systems, and CAN/ULC-S801 the Standard on Electric Utility Workplace Electrical Safety for Generation, Transmission, and Distribution.	% of Electric Distribution Operating Budget 0.00% No new subdivision work anticipated in 2025
Electric Utility Locates: electric infrastructure locating services, on request, through Utility Safety Partners (Alberta One Call). Locators accurately detect underground utilities and mark their positions clearly using color-coded stakes, flags, or paint. This service is provided free of charge to all residents, contractors, or other ground disturbers.	- Line location services can be scheduled at the customer's request with 3 working days notice, large projects may require up to 5 working days notice. - Service provided in compliance with Alberta Health and Safety Act, Alberta Electric Utilities Act, Alberta Electrical Utility Code (Alberta Safety Codes Council), Bylaw No 2244- Electric Utility, Utility Safety Partners Agreement.	% of Electric Distribution Operating Budget 1.44% Funding Source: Electric Utility Rates 100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
24-Hour Customer Power Problem & Emergency Response: emergency line operates 24/7, 365 days a year. Customers can contact the Utility at any time to address service or safety concerns at their address. A utility employee will promptly attend onsite to assess and resolve any concerns.	▪ Service provided in compliance with CAN/ULC-S801 the Standard on Electric Utility Workplace Electrical Safety for Generation, Transmission, and Distribution (Occupational Health & Safety).	% of Electric Distribution Operating Budget0.34% Funding Source: Electric Utility Rates100.00%
High-Load Escorts: escort and route planning for high loads traveling off the Alberta High Load Corridor through the city to ensure safety from electric hazards. The utility guides and directs the transport to ensure no unexpected electrical hazards pose a danger.	▪ Completed in compliance with Alberta Electrical Utility Code (Alberta Safety Codes Council), OH&S Code Part 17.	% of Electric Distribution Operating Budget0.21% Funding Source: Fees & Charges100.00%
Vegetation Management: tree trimming, or other vegetation management, proximal to overhead electrical infrastructure on public and private properties.	▪ Service provided in compliance with Electric Utilities Act, Alberta Electrical Utility Code (Alberta Safety Codes Council), Bylaw No 2244- Electric Utility .	% of Electric Distribution Operating Budget1.02% Funding Source: Electric Utility Rates100.00%

Gas Distribution - Field Operations

This team provides frontline maintenance and construction services to all infrastructure within the gas distribution low, medium, and high-pressure system, pressure regulating and/or metering and/or odorant stations, and revenue class utility metering. In addition to robust asset inspection and maintenance responsibilities, this team also provides frontline response to all gas related emergencies or service outages.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Gas Service Installations, Alterations and Abandonments: Installation and alterations of pre-existing gas utility service lines and meters within the Alberta Utilities Commission designated franchise area for City of Medicine Hat Gas Distribution. Removal and abandonment of gas service from vacant building and/or property.	- Construction work scheduled with applicant within 30 days of final design sign-off, provided that all utility and permitting requirements have been met. - Twenty percent (20%) deposit for all requested third-party construction work prior to work being scheduled and final invoice generated within 30 days of final completion - Installations and abandonments completed in compliance with Bylaw #2489 - Gas Utility, Getting Connected: A Guide to natural Gas Service, Stamped/authenticated standard engineered drawings.	% of Gas Distribution Operating Budget 2.27% Funding Source: Gas Utility Rates 100.00%
Gas Regulator Inspections: Inspection of pressure regulation devices at individual dwellings for proper operation.	Inspections completed as required in compliance with the Alberta Rural Utilities quality management plan and Canadian Standards Association (CSA) Z662 Oil and Gas pipelines.	% of Gas Distribution Operating Budget 0.52% Funding Source: Gas Utility Rates 100.00%
Gas Revenue Metering Program: Inspections, maintenance, replacement, and testing of revenue-class gas meters within the Alberta Utilities Commission’s designated franchise area.	Complete all required inspections, replacements, testing, and approvals of gas meters as identified annually by Measurement Canada to ensure compliance within the specified timelines for each asset.	% of Gas Distribution Operating Budget 7.27% Funding Source: Gas Utility Rates 100.00%
24-Hour Emergency and Customer Response – Gas: Operation of a 24-hour Emergency line for gas odors, hit lines, and outages. Onsite assessment and resolution provided. Whether the issue affects an individual service location or a larger area, the utility response will be appropriately scaled to address the problem effectively. Outage and other emergency response within the gas high, medium, and low-pressure systems up to the customer's point of supply within the Alberta Utilities Commission designated franchise area.	- Response time of 30 minutes or less for gas related 911 emergency calls. - Priority/Criticality-Based Response to Customer-Reported Problems. - After assessing the situation, qualified utility employees will diagnose and resolve challenges with assets under the care and control of the utility. - Responses provided in compliance with the Alberta Rural Utilities quality management plan, Canadian Standards Association (CSA) Z662 Oil and Gas pipelines, 2 Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems & AER directive 7 and City of Medicine Hat Safety and Loss Management System.	% of Gas Distribution Operating Budget 2.88% Funding Source: Gas Utility Rates 100.00%
Gas Utility Locates: Gas infrastructure locating services, on request, through Utility Safety Partners (Alberta One Call). This service is provided free of charge to all residents, contractors, or other ground disturbers within the Alberta Utilities Commission designated franchise area for City of Medicine Hat Gas Distribution.	- Line location services can be scheduled at the customer’s request with 3 working days notice, large projects may require up to 5 working days notice. - Service provided in compliance with Alberta Health and Safety Act, Alberta Gas Distribution Act, Pipeline Act & Regulations, Bylaw #2489 – Gas Utility, Utility Safety Partners Agreement.	% of Gas Distribution Operating Budget 1.81% Funding Source: Fees & Charges 33.19% Gas Utility Rates 66.81%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Odourant Program: Operation of the odourant injection system which odourises natural gas within the medium and low-pressure gas distribution system for public safety.	Program operated in compliance with the Alberta Rural Utilities quality management plan, Canadian Standards Association (CSA) Z662 Oil and Gas pipelines, Alberta Rural Utilities Quality Management Plan, Safety and Loss Management System.	% of Gas Distribution Operating Budget0.95% Funding Source: Gas Utility Rates100.00%
Subdivision Gas Construction Services: Construction and repair of gas utility infrastructure within new residential, commercial, and industrial subdivisions within the Alberta Utilities Commission designated franchise area.	- Construction work scheduled with applicant within 30 days of final design sign-off, provided that all utility and permitting requirements have been met. - Twenty percent (20%) deposit for all requested third-party construction work prior to work being scheduled and final invoice generated within 30 days of final completion - Construction completed in compliance with Bylaw #2489 - Gas Utility, Getting Connected: A Guide to natural Gas Service, Stamped/authenticated standard engineered drawings.	% of Gas Distribution Operating Budget0.00% No new subdivision work anticipated in 2025

Community Safety & Support

The City of Medicine Hat provides local safety services, emergency response, and community support programs to help residents stay safe and informed.

People Services – Emergency Management

The Emergency Management Service ensures the City is prepared for, can respond to, and recover from large-scale emergencies and disasters. This service integrates planning, coordination, training, public education, and compliance with provincial legislation to safeguard the community.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Emergency Management: plans and programs are intended to provide prompt coordination of the City’s resources when the consequences of an emergency or disaster and subsequent recovery are outside the scope of normal department emergency response operations. Services include: ▪ Large-Scale Emergency Response Coordination ▪ Emergency Management Planning ▪ Public Education & Preparedness ▪ Emergency Management Training & Exercises	▪ The Municipal Emergency Management Plan (MEMP) is reviewed annually or after activations to ensure compliance with provincial emergency management legislation. ▪ The Alberta Incident Management System (AIMS) specifies how the City responds to large-scale emergencies and disasters. ▪ The Alberta Local Authority Emergency Management Regulation outlines municipal responsibilities under the Emergency Management Act. ▪ The MEMP identifies criteria for activating large-scale emergency coordination. ▪ Emergency management legislation defines training requirements for staff involved in large-scale emergency response. ▪ All emergency plans and components are updated based on sector-specific legislation or as deemed necessary. ▪ The City conducts annual staff training in the mandated Emergency Management System. ▪ Annual exercises are conducted to test emergency plans and ensure legislative compliance. ▪ Public education is delivered through online resources and in-person sessions to help residents prepare for and recover from emergencies.	% of Municipal Operating Budget	0.14%
		Funding Source: Municipal Revenue	100%

Community Development - Community Supports

The Community Supports team works in alignment with the Family and Community Support Services (FCSS) Act & Regulations to increase community connectivity through various community development projects and individual support that help people gain a sense of empowerment, independence, and inclusion.

Community Service Name / Description	Community Service Level	Cost of Service Delivery	
Family & Community Support Services (FCSS) Grant Funding Program: Administers a structured funding framework aligned with the FCSS Act and Regulations to allocate resources to community agencies. Supports the delivery of preventative social initiatives that enhance resident well-being and build community capacity.	▪ Approximately \$1.9 million (2024/2025) in annual funding is allocated externally to support community agencies in delivering preventative social programs. Calls for funding are provided every two years. ▪ Funding opportunities are advertised through multiple channels at least four weeks in advance of the application call. ▪ Guidance and support are provided to agencies throughout the application process to enhance their capacity to secure funding and deliver effective community programs. ▪ Applications are reviewed and processed on a two-year cycle, with a two-to-three-month timeline from submission to Council approval. ▪ Grant applications for the Project and Festival and Events streams are evaluated by the Community Vibrancy Advisory Board with recommendations subject to City Council approval. ▪ Staff provide ongoing support and oversight of grant agreements, with the FCSS Manager meeting with funded organizations at least twice per year, or more as needed, to address issues, needs, challenges, and successes.	% of Municipal Operating Budget	0.62%
		Funding Source: Municipal Revenue Provincial Grant Funding	 17.97% 82.03%
Fair Entry & Newcomer Support Programs: Reduces financial barriers for low-income residents, refugees, and newcomers by enabling affordable access to municipal services such as recreation, transit, and cultural facilities. Supports participation in municipal programs, access to essential services, and newcomer settlement during the initial year of residency.	▪ Fair Entry applications are reviewed and processed within two weeks of receipt, with staff available to provide guidance and support through the application process via phone or email. Approved applicants receive subsidized access for two years before reapplying. ▪ \$407,000 is allocated annually to support the Fair Entry program. ▪ Eligible refugees and newcomers receive three months of free transit and recreation passes for all family members upon settling in Medicine Hat. ▪ \$33,000 is allocated annually to support the Newcomer program.	% of Municipal Operating Budget	0.23%
		Funding Source: Municipal Revenue Third Party	 86.79% 13.21%
Senior Services and Wellness Centre: Ensures aging adults have access to municipal supports that promote active, healthy, and socially connected lifestyles. Resources and opportunities are delivered through a dedicated facility designed to enhance senior well-being and engagement.	▪ The senior centre is operated by a non-profit third-party provider, with hours, services, and minimum standards managed according to the contractual agreement to ensure consistency and quality. ▪ Outcomes are evaluated annually for alignment with the agreement and Family and Community Support Services (FCSS) eligibility. ▪ The City provides resources to manage the agreement, maintain facilities, and ensure services deliver measurable benefits for seniors.	% of Municipal Operating Budget	0.38%
		Funding Source: Municipal Revenue Provincial Grant Funding	 34.46% 65.54%

Community Service Name / Description	Community Service Level	Cost of Service Delivery	
Emergency Social Services: Provides critical support during emergencies and disasters, including access to basic needs, reception services, information, and re-entry assistance.	- Residents receive timely access to emergency basic needs, including shelter, food, clothing, and personal services, in accordance with the City of Medicine Hat Municipal Emergency Management Plan. - Services are scaled based on the severity and impact of the event, ensuring an appropriate response. - Employees are available 24/7 to provide support as required.	% of Municipal Operating Budget	0.09%
Community Capacity Building: Supports collaboration across sectors to address social issues through structured engagement, including partnerships, community discussions, focus groups, forums, and events. Contributes to the development of strategies that improve coordination, optimize resources, and strengthen local networks.	- Employees are available Monday to Friday from 8:00 a.m. to 4:30 p.m. and as needed for evening and weekend events or meetings. - Activities and opportunities are ongoing and regularly initiated by community organizations, with response and availability depending on the resources and capacity needed to fulfill the request.	Funding Source: Municipal Revenue	100.00%
Community Inclusion Program: Supports municipal departments in meeting accessibility standards and advancing diversity, equity, and inclusion through engagement with advisory groups, cultural protocols, awareness campaigns, and training. Advises on accommodations, infrastructure, programs, and services to promote accessibility and inclusivity across municipal offerings.	- Staff are available Monday to Friday, 8:00 a.m. to 4:30 p.m., with additional availability for evening and weekend events or meetings as needed. - Upon request, staff offer training opportunities and facilitate awareness campaigns and initiatives to promote inclusivity, diversity, and accessibility in public infrastructure, programs, and services. - Community Inclusion Program requests follow a 2x14 structure, with an initial response within 2 days and a secondary follow-up within 14 days.		
Affordable and Social Housing: Provides safe, stable, and income-based housing options to support individuals and families in need.	18 social housing units with rent capped at 30% of total combined household income. 32 affordable housing units with a target rent subsidy of 20%. - Housing services are delivered through a contracted third-party operator and adhere to the Alberta Housing Act and the Residential Tenancies Act to ensure compliance with housing regulations and tenant protections.	% of Municipal Operating Budget	0.05%
Neighbourhood Connections Microgrants: Offers financial support for small-scale neighbourhood projects, gatherings, events, and activities that promote social connection, inclusion, and community well-being.	- Applications are accepted on a rolling basis until funds are fully allocated, with a processing time of no more than 30 days. - Funding is administered as per the Community Funding Framework to ensure fair and transparent distribution. - Maximum grant of \$500 per individual or group. \$10,000 in total funding is available annually.	Funding Source: Municipal Revenue	100.00%
Library Services: Supports the delivery of public library services through financial contributions to the Medicine Hat Public Library and the Shortgrass Library System. Funding for local programs, services, and facility operations is determined through the City's budget cycle, while regional support and resource sharing are funded through an annual requisition based on population.	- Funding is provided to third-party organizations to support delivery of annual plans of service, including \$2.6 million allocated to MHPL and \$324,000 to Shortgrass Library System in 2024. - The relationship with the Medicine Hat Public Library is guided by operating and lease agreements. Quarterly meetings are held between the City Liaison and the Medicine Hat Public Library Chief Librarian. - The City of Medicine Hat is one of 11 participating municipalities in the Shortgrass Library System, which is governed by a relationship agreement and board. - Both organizations are established under, and operate in accordance with, the Alberta Libraries Act.	Funding Source: Municipal Revenue	100.00%

Fire Services - 911 Communications

This team provides complete and comprehensive call-answer and dispatch services for a broad range of first responders (including 911 emergencies, utility emergencies, and non-emergency first response calls) in the City of Medicine Hat and the surrounding area.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Emergency and Non-Emergency Call Taking: Emergency and non-emergency call taking ensures efficient and effective emergency response, with standards in place to minimize delays and prioritize public safety.	- Services are available 24/7/365, with staffing scaled to call volume (5 personnel on day shift, 3 on night shift). - Calls are processed for Fire and Emergency Services, Medicine Hat Police and Bylaw, Redcliff Fire, and County of Forty Mile Fire. - After-hours emergency utility calls are handled for Environmental Utilities, Electric, Gas, ICS, and Municipal Works. - Special Transit and Transit on Demand requests are booked and cancelled per Medicine Hat Transit procedures. - The City of Medicine Hat serves as the Primary Public Safety Answering Point (PSAP). When transfers to a secondary PSAP are required, 95% are completed within 60 seconds per AEAA standards. 911 calls are answered within 15 seconds 95% of the time, and emergency call processing meets IAED and NFPA benchmarks: 95% within 64 seconds, 90% within 106 seconds. - Non-emergency calls are answered as quickly as possible, with 911 calls taking priority. - Staff are IAED-certified, with biennial recertification and ongoing training. - Police and Fire call-taking is evaluated quarterly under IAED accreditation standards. - The Medicine Hat 911 Center holds Accreditation as a Center of Excellence in Police and Fire Call-Taking, with reapplication required every three years.	% of Municipal Operating Budget	1.52%
		Funding Source: Municipal Revenue Third-Party / Provincial Grant	 63.41% 36.59%
Radio Dispatching: Coordinates Fire and Police incident response by directing resources in real time. Continuously monitors partner agency radios, including after-hours utility crews, and provides live tracking for Rangeland Helicopters (HALO) during emergency flights and training missions.	- Fire incidents are tone/alerted within 30 seconds of receiving the 911 call, with incident details provided to responders within 60 seconds, meeting NFPA standards that require 90% of dispatch processing to be completed within this time frame. Any relevant updates or information are promptly communicated to responding units. - Police incidents are prioritized and dispatched based on urgency, as determined by the Medicine Hat Police Service (MHPS). Any relevant updates or information are promptly communicated to responding units. - Flight following for HALO aviation operations across Southeastern Alberta is required by Transport Canada and Canadian Aviation Regulations 703. This real-time tracking provides oversight that prioritizes safety and swift action.		

Fire Services - Community Safety

This team is responsible for designing and implementing fire safety and injury reduction programs as well as conducting fire investigations and code enforcement.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Fire Code Inspections: Conducted by certified Fire Safety Code Officers to verify compliance with fire safety regulations. Inspections target high-occupancy and high-risk buildings and address specific requirements such as occupancy load calculations, food truck safety, and tank compliance.	- Inspections are conducted annually or semi-annually or if there is a history of non-compliance or risk. - Annual Inspections are conducted in the following property classes: Assembly, Medium and High-Hazard properties, Daycares, Fuel Dispensing properties (gas stations), Detention Facilities and Hospitals. All other property types requiring inspections are completed bi-annually. - Fire Safety Code Officers, under the authority of the Alberta Safety Codes Act, regularly inspect buildings with high occupancy or risk, or upon complaint or request. - Tank inspections are done annually, as well as upon installation and removal, in compliance with Alberta Safety Codes Fire 4.3.4 Storage Tank Systems.	% of Municipal Operating Budget	0.63%
		Funding Source:	
		Municipal Revenue	99.28%
		Third-Party	0.72%
Fire Permits: Required for transporting dangerous goods, hosting special events, discharging fireworks, and installing backyard fire pits. Permits ensure compliance with the Alberta Fire Code and applicable safety regulations.	- Special event permits are issued for concerts and large gatherings, which may involve occupancy load assessments or pyrotechnics. Applications typically require 30 days' notice for processing. - Alberta Transportation requires annual permits and regulated routes for transporting dangerous goods to ensure safety and compliance. Most renewals are processed within 1–2 business days unless exceptions apply. - Transportation of dangerous goods (TDG) and storage tank permits are required to be renewed on an annual basis. - Permits are issued in compliance with the Alberta Dangerous Goods Transportation and Handling Act, City of Medicine Hat Bylaw No. 2759 (Transporting Dangerous Goods), and Medicine Hat Fire and Emergency Services Standard Operating Guidelines (FES SOGs).		
Fire Investigation: Conducted by certified Fire Investigators for all incidents involving property damage, financial loss, injury, or death. Investigations determine origin, cause, and circumstances, with findings documented according to industry standards.	- Fire investigations are initiated immediately upon occurrence. - Fire and Emergency Services (FES) can secure the scene for up to 48 hours while investigations are carried out. - At least one Fire Investigator is on call 24/7 to provide continuous coverage. - Investigations comply with NFPA 921, Alberta Safety Code Act (48.1) and FES SOGs.		
Fire Alarms: Fire alarm systems must be properly installed, registered, and maintained to ensure reliable operation. Medicine Hat Fire and Emergency Services enforces compliance with the Alberta Fire Code, responds to activations, and conducts inspections to verify system performance.	- Emergency Services respond promptly to all fire alarm activations. - Buildings that require a fire alarm are required to be checked annually, as per the National Fire Code -2023 Edition and Alberta Fire Standata. - Fees may be charged to property owners or alarm companies for Emergency Services attendance, particularly in cases of false alarms or non-compliance with registration requirements in accordance with City of Medicine Hat Bylaw 3716.		

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Public Education / Fire Prevention: Provides fire and life safety education for all age groups through school programs, senior outreach, and community events. Fire Prevention Officers are cross-trained to deliver education, with program design and outreach led by the Fire Life Safety Educator, including strategic use of social media. Following structure fires, Fire and Emergency Services conduct door-to-door campaigns to share safety information and answer resident questions.	- Public education programs engage residents at public events, schools, and community settings to raise awareness of fire risks and promote safety practices (approximately 5,300 students from pre-kindergarten to Grade 6). - Activities include school tours, school presentations, senior safety programs, After the Fire, Fire and Life Safety Home Inspections, Fire Prevention Week activities, and targeted outreach for new Canadians through specialized presentations. - The After the Fire program is conducted following every structure fire in a 2-3 block radius of the incident. - Fire Prevention is guided by the City of Medicine Hat 2018 Quality Management Policy (QMP) and FES SOGs.	*See costs included in Fire Code Inspection above*

Fire Services - Fire Suppression

This team is responsible for all emergency response including fire suppression, rescue, hazmat, and aquatics rescue.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Fire Response: Medicine Hat Fire and Emergency Services provides 24/7 emergency response for structure fires (residential, commercial, industrial, and non-residential), vehicle fires (cars, trucks, boats, aircraft), and wildland or vegetation fires. Services are delivered by trained personnel operating from strategically located stations to ensure timely response and hazard mitigation.	▪ Three strategically located fire stations enable timely response across the city. Fire Stations 1 and 3 house river rescue units, while Fire Station 3 also supports airport rescue operations. Fire Station 2 is equipped with a platform ladder to support urban firefighting needs.	% of Municipal Operating Budget	7.48%
	▪ Fire response times follow NFPA 1710 / 1225 standards, Council-approved metrics, and the Medicine Hat Fire Service Response Optimization Report : apparatus turnout within 80 seconds, arrival at structure fires within 6 minutes 20 seconds, and full alarm assignment (2 Engines, 1 Ladder, 1 Rescue, 1 Incident Commander) on scene within 12 minutes 20 seconds—each met 90% of the time.	Funding Source:	
	▪ FES provides emergency response beyond city limits through contractual and mutual aid agreements with the Town of Redcliff and Cypress County.	Municipal Revenue	97.45%
	▪ Four platoons of 20 members maintain operational readiness, with optimal staffing at 16 and a minimum of 14 firefighters per platoon, meeting NFPA 1710 requirements of 16–17 personnel on scene for residential structure fires, depending on aerial apparatus use.	Third-Party	2.55%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Emergency Response and Community Safety: Fire and Emergency Services (FES) delivers a broad range of emergency and safety services beyond fire suppression, including motor vehicle collision response, medical first response, public assistance, life safety checks, and pre-incident planning. Personnel are trained to manage diverse emergencies and support agencies such as Alberta Health Services and local law enforcement.	▪ FES responds to motor vehicle collisions by providing vehicle stabilization, extrication of trapped individuals, fire suppression, and management of hazardous materials, ensuring scene safety for victims, responders, and bystanders. ▪ Medical First Response supports Alberta Health Services - Emergency Medical Services with personnel trained in Standard First Aid, including advanced skills such as blood glucose monitoring, pulse oximetry, extrication, oxygen therapy, naloxone administration, and airway management (Alberta Health Services (AHS) Medical First Response Program (MFR)). ▪ Public Assistance includes responding to non-emergency situations requiring specialized equipment and expertise, such as water leaks, animal rescues, downed powerlines, elevator entrapments, flooded basements, smoke and carbon monoxide alarm checks, and monitoring water levels during flood seasons. ▪ Life Safety Checks and Pre-incident Planning involve proactive fire safety inspections and risk assessments for residential and commercial buildings to ensure code compliance and support emergency preparedness.	*See costs included in Fire Response above*
Advanced Response: Fire and Emergency Services (FES) provides specialized incident response for technical rescues, hazardous material events, and aquatic emergencies, using trained personnel and dedicated equipment to manage complex situations effectively.	▪ The Technical Rescue Team includes 16 trained suppression staff who conduct rope and confined space rescues in high-rises, coulees, and other challenging environments across Medicine Hat and surrounding areas. ▪ The Aquatics Rescue Team includes 12 suppression staff trained in Ice Rescue, Swift Water Rescue, and Jet Boat Operations, using a train-the-trainer model to deliver platoon-level instruction. ▪ The Hazardous Materials Team includes 10 members who lead ongoing department-wide training, with the goal of certifying all suppression staff to NFPA 472 Technician Level. Responsibilities include identifying, assessing, stabilizing, and confirming hazardous material releases. ▪ Specialized equipment supports advanced operations, including calibrated HAZMAT tools, a Technical Rescue vehicle outfitted with confined space and rope gear, and dedicated apparatus for aquatic rescue scenarios.	

Arts, Heritage, Parks & Recreation

Medicine Hat is a vibrant city with an enjoyable climate, 330 days of sunshine, and many indoor and outdoor opportunities. Our city is proudly known for its extensive network of trails, abundant recreational and cultural facilities, and rich heritage.

Community Development – Arts, Heritage & Culture

This team provides cultural entertainment experiences, cultural & education programming, art gallery and historical record archive, public art procurement, and heritage preservation. The team also manages the operations of Co-op Place and the Esplanade Arts & Heritage Centre and facilitates the logistics of our community canvas programming, and oversees Towne Square, the Ewart Duggan House and the Cultural Centre.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Esplanade Theatre Programming: Delivers a range of performances by professional artists across multiple genres, including entertainment and educational events for adults and families. Supported by the Canadian Arts Presentation Fund, programming fosters cultural engagement through accessible, high-quality presentations.	▪ Host 18-22 stand-alone events annually, either as part of a series or individual presentations. ▪ Offer 2-3 events through the Pay What You Will Program, ensuring accessibility for all residents. ▪ Incorporate school programming opportunities to provide educational experiences in the performing arts, with a target of least 2 opportunities per year.	% of Municipal Operating Budget	0.45%
		Funding Source:	
		Municipal Revenue	50.23%
		User Fees	49.77%
Co-op Place Event Programming: Hosts large-scale entertainment in music, theatre, and sports, including concerts, family-friendly performances, and arena-based events.	▪ Host 4-6 events per year, including children’s entertainment, circus performances, popular music acts, country music artists, and large-scale dirt events such as rodeos and monster truck shows. ▪ Event selection is guided by market supply and industry trends, requiring strategic booking and flexible scheduling to navigate a highly speculative entertainment market with thin margins.	% of Municipal Operating Budget	0.61%
		Funding Source:	
		Municipal Revenue	28.13%
		User Fees	71.87%
Public Art: Integrates artistic works into public spaces to reflect community values and enhance urban identity. Supports artists through transparent selection processes, community engagement, and sustainable stewardship. Art installations are thoughtfully incorporated into development projects to ensure long-term accessibility and cultural benefit for residents and visitors.	▪ Contributions range from a minimum of \$12,500 to a maximum of \$100,000, with a funding cap of \$1 million per project. ▪ The program is governed by Policy #0137 – Public Art Policy and funded through the “Percentage of City Construction” model, allocating 1.25% of total construction/renovation costs from eligible Community Development, Cultural Development, and Parks and Outdoor Recreation capital projects. ▪ 0.25% of the total allocation is specifically reserved for ongoing maintenance of public art installations.	% of Municipal Operating Budget	0.01%
		Funding Source:	
		Municipal Revenue	100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Community Vibrancy Funding: Supports projects, festivals, events, and arts initiatives that promote civic engagement and cultural expression. Includes project funding for recreation, arts, and cultural initiatives; festival and event funding for large-scale gatherings (500+ attendees); and microgrants for small-scale arts and heritage projects that celebrate diverse cultures and local creativity.	- Funding is administered as per the Community Funding Framework to ensure fair and transparent distribution. - Grant applications for the Project and Festival and Events streams are evaluated by the Community Vibrancy Advisory Board with recommendations subject to City Council approval. - Project Funding: \$110,000 annually, allocated across two application periods in January and August. - Festival and Events: \$82,500 annually, allocated in August with one- and two-year funding options. - Microgrants: \$10,000 annually, with a maximum of \$500 per individual or group. Applications are accepted on a rolling basis until funds are fully allocated, with a processing time of no more than 30 days.	% of Municipal Operating Budget 0.11%	
Heritage Program: Identifies, conserves, and promotes heritage resources including structures, sites, and landscapes. Encourages protection of heritage assets through restoration support, public awareness initiatives, and community engagement. Activities ensure long-term stewardship and integration of heritage into urban development.	- Conduct a minimum of 10 ticketed public heritage walk tours, produce at least 3 interpretive signs, and ensure staff participate in no fewer than 2 heritage-related awareness activities annually. - The program actively maintains a heritage registry or inventory, updating it on a quarterly basis. - Heritage evaluations are conducted as needed to assess and document historically significant resources. - The Heritage Resources Working Group consists of up to 12 community members who provide guidance to staff on heritage-related matters. - Heritage resources are governed in accordance with Policy #0144 and the Province of Alberta's Historical Resources Act (R.S.A. 2000).	% of Municipal Operating Budget 0.06%	
Educational Programming: Delivers visual arts and theatre-based instruction through curriculum-linked school programs, artist-led workshops, summer camps, outreach activities, children's classes, and birthday party packages. Sessions are held in classrooms, galleries, and community venues.	- Adult Education: Offer 2 three-week programs and 2 in-gallery workshops each winter, spring, and fall. - School Programming: Present 1–2 free theatre performances annually for school groups, serving 2,000–2,300 students and teachers in a 679-seat venue. - Outreach Programs: Deliver 9 Artist in the Classroom sessions (1–2 hours each) and provide 12 E-Box rental kits for schools and community groups. - Summer Programs: Run 8 weeks of Art Camp (ages 5–12) and 2 weeks of Drama Camp (ages 8–12), with 176 and 120 spaces respectively. Allocate 6–8 sponsored spaces annually via community partnerships. - Children's Education: Offer Sensory Arts for Tots & Preschoolers (ages 2–5, parented) in eight-week sessions (10 spaces); Art Explorers (ages 5–6), Esplanauts (ages 7–9, 10–12), and Against the Grain (ages 13–17) in seasonal multi-week sessions (12 spaces each); PD Days & Art Days (ages 5–12) on 20–25 school closure days annually (12 spaces per session); and Birthday Parties (ages 2–12) when facilities and instructors are available (max 12 participants).	% of Municipal Operating Budget 0.15%	
		Funding Source: Municipal Revenue User Fees	100.00% 97.33% 2.67%
		Funding Source: Municipal Revenue User Fees	73.59% 26.41%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Galleries & Collections: Manage exhibitions, acquisitions, and loans across five display spaces: Heritage Gallery, Art Gallery, Museum Gallery, Main & Second Floor Lobby Spaces, and The Esplanade Project Space (exterior vitrines). The collection includes ~22,000 historical artifacts related to Medicine Hat and 1,400 fine artworks by local, regional, and national artists. Items are acquired via public donations, purchases, and curated selections under the Director/Curator’s oversight.	- Galleries and Collections activities are governed by Policy #0158 Archives, Art Gallery and Museum Mandate Policy, Provincial and National Museum Standards, The AFA TREX Program Contract and Canada Council Funding Grant Deliverables. - Exhibitions: Produce ~10 exhibitions annually across five gallery spaces; open Tuesday–Saturday, 12:00–5:00 p.m., plus 45 minutes before theatre events and during intermissions. - Collections: Managed by the Director/Curator, who oversees acquisitions and appraises in-kind gifts. Procedures follow professional standards to ensure preservation. - Acquisitions & Deaccessioning: Items are acquired through gift, purchase, or unsolicited donation, and may be deaccessioned in alignment with curatorial priorities and professional standards. - Loans: Standard loan contracts are prepared and approved by the Director/Curator in consultation with the City Solicitor, ensuring compliance with museum standards.	% of Municipal Operating Budget	0.47%
		Funding Source:	
		Municipal Revenue	66.07%
		User Fees	33.93%
Archives: Collect, preserve, and provide access to the documentary history of Medicine Hat and surrounding areas. Records are acquired through public donations and partnerships. Access is supported via in-person research services and an expanding online catalogue.	- The online catalogue is continuously updated with new data and digital objects, improving accessibility and enhancing record descriptions. - Initial responses to inquiries are provided within 2 days, with full resolution within 14 days to ensure timely assistance. - The Reading Room is open for research Tuesday to Friday, Noon – 5 p.m., with additional access available upon request. - Governed by Policy #0158 – Archives, Art Gallery, and Museum Mandate Policy, ensuring responsible management of the City's archival collections.	% of Municipal Operating Budget	0.16%
		Funding Source:	
		Municipal Revenue	98.99%
		User Fees	1.01%
Public Programming: Connects residents with arts, heritage, and community spaces through cultural, social, and entertainment activities. Includes affordable and barrier-free family events; ticketed and free adult programs such as expert talks and cultural celebrations; and Discovery Zone activities that support self-directed and guided exploration with creative tools and rotating content.	- Host 5 cultural events annually to promote engagement with the city’s arts and entertainment facilities. - Deliver 11 barrier-free family programs each year, including Passport to the World, Art in Motion, Pumpkin Smash, and Gallery Play!, in collaboration with local partners. - Offer 13 ticketed adult experiences annually, featuring boutique arts and entertainment events. - Present 3 free adult programs annually, including expert talks, gallery engagements, and cultural celebrations such as National Indigenous Peoples Day. - Provide 7 Discovery Zone and Spontaneous Use activities annually, available Tuesday–Saturday, Noon–5 p.m., and during gallery-access events, featuring books, art tools, and rotating creative content.	% of Municipal Operating Budget	0.22%
		Funding Source:	
		Municipal Revenue	95.02%
		User Fees	4.98%
Guest Services: Provides a flexible ticketing system with both in-person and online access to accommodate resident preferences, and manages premium seating at Co-op Place, including suites, loges, and club seating.	- In-person ticket sales are available five days per week at the Esplanade and at Co-op Place during hockey season, as well as on all ticketed event days. - A Box Office Specialist or Guest Services Supervisor is on-site for all ticketed events.	% of Municipal Operating Budget	0.36%
		Funding Source:	
		Municipal Revenue	54.15%
		User Fees	45.85%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Volunteer Opportunities: Provides inclusive roles for residents to support events and activities across City facilities. The program ensures accessibility for all abilities and contributes to operational efficiency through structured, high-quality volunteer engagement.	- Volunteers must be 14 years or older, with all activities complying with Occupational Health & Safety (OH&S) and Workers' Compensation Board (WCB) regulations. 2–3 volunteer appreciation events are held annually, and volunteers can redeem points for shows, passes, or other rewards.	% of Municipal Operating Budget	0.06%
Event Management: Coordinates safe, accessible, and technically supported environments for patrons and performers across venues. Responsibilities include risk mitigation, emergency planning, and operational support, with practices aligned to industry standards for security, inclusivity, and event execution.	- Event staffing is scaled by attendance and type, excluding food & beverage staff and volunteers. Large-scale events (5,000+ patrons) require 30–40 personnel, including security, police, paramedics, guest services, technical staff, and managers. Medium-scale events (1,000+ patrons) are supported by 20–30 personnel, while small-scale events (under 1,000 patrons) require 10–20 staff. Lower-attendance events (under 200 patrons) are managed by 5–10 personnel, typically including security, guest services, technical support, and front-of-house staff. Medium-scale events (1,000+ patrons): 20–30 personnel. - Risks and hazards are continuously evaluated across venues, supported by Standard Operating Procedures (SOPs) and Emergency Response Plans (ERPs) tailored to various scenarios. - Safety protocols and venue practices are regularly updated to align with evolving standards, including sensory inclusive certification.	Funding Source: Municipal Revenue	100.00%
Technical Services: Supports events and operations across City facilities through timely audio-visual and technical assistance, maintaining a high-quality equipment inventory to ensure reliable performance and long-term asset durability.	- Audio-visual and technical support is provided across key City facilities as required. - Regular review of capital and equipment needs to align with staff, patron, and performer requirements.	% of Municipal Operating Budget	1.06%
Food & Beverage Services: Delivers efficient and reliable service at City venues, including catering for facility users and internal departments. The service adapts to industry trends and best practices to support diverse event types and revenue generation.	- A minimum of one food & beverage service point per 200 patrons is provided, within physical venue constraints. - Operations comply with Occupational Health & Safety (OH&S), Alberta Gaming, Liquor & Cannabis (AGLC), and Alberta Health Services (AHS) regulations.	Funding Source: Municipal Revenue User Fees	47.95% 52.05%
Rental Facilities: Provides clean, accessible, and well-maintained spaces for meetings, events, classes, and activities. A range of venues accommodates diverse public needs, with ongoing administration and relationship management for long-term facility tenants.	- Rental fees and booking information are available on the City of Medicine Hat website. - Regular review of rental rates, policies, and procedures to align with market conditions and venue best practices.	% of Municipal Operating Budget	0.99%
		Funding Source: Municipal Revenue User Fees	29.33% 70.67%
		Municipal Operating Budget	0.33%
		Funding Source: Municipal Revenue User Fees	22.11% 77.89%

Parks & Recreation - Parks Services

The citywide parks system provides residents with safe, inclusive, active-living opportunities. This team is responsible for urban forestry, sports fields, playgrounds, parks (turf, garbage, and washroom) maintenance, integrated pest management (vegetation control), irrigation, trail maintenance, and boulevard & median maintenance.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Manicured Turf Maintenance & Vegetation Maintenance: Ensure healthy, well-kept turf for recreation and high-quality sports fields. Maintain vegetation along sidewalks, roadsides, and public areas to preserve sightlines, enhance aesthetics, and promote safety and environmental stewardship	Class A	% of Municipal Operating Budget	2.46%
	- Fertilized 1 time per year. Aerated up to 1 time per year - Mowed 1 time per week to a height of 3” between May and September - Dethatching/Overseeding as needed - Spring clean-up conducted in April and May	Funding Source:	
	Class B	Municipal Revenue	96.42%
	- Fertilized 1 time per year. Aerated up to 1 time per year - Mowed every 2 weeks to a height of 3” between May and September - Dethatching/Overseeding as needed - Spring clean-up conducted in April and May	User Fees	3.58%
	Class C		
	- Fertilized 1 time per year. Not aerated - Mowed every 2 weeks to a height of 3” between May and September - Dethatching/Overseeding as needed - Spring clean-up conducted in April and May and is performed after Class B Parks are complete		
	Sports Fields		
	- Ball Diamond Grooming 2-5 days per week Monday to Friday - May to September. - Level of service is in alignment with the City’s Playfield Manual.		
	Roadside & Sidewalk Vegetation Maintenance		
	- Mowing, trimming and weed control occurs up to 3 times per season May to September. - Mowing up to 2 meters (6 feet) from edge of road / up to 1m (3 feet) from edge of sidewalk. - Trimming occurs around all infrastructure and amenities (billboards, fire hydrants, guard rails, light posts, signs etc.). - Vegetation minimum height - 88.9 mm (3.5 inches). - Vegetation Maximum height - 203 mm (8 inches). - Properties as per the Boulevard Development and Maintenance Policy #0133.		

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Integrated Pest Management: Control of pest species to ensure healthy turf, improve visual appeal and maintain safety. Control of gophers, prohibited noxious weeds, and other invasive species as needed.	▪ Weeds are controlled a minimum of 1 time per season up to 2 times per season, based on regulations prescribed by Provincial Regulation www.abinvasives.ca ▪ Non-Regulated weed and pest control on manicured locations is performed through chemical application: Up to 2 times per season on Sport Fields / 1 time per season or as needed. ▪ Non-regulated weed and pest control on non-manicured locations is performed through mowing and trimming. Up to 3 times per season. ▪ Gopher control is performed as needed between March and September. ▪ Mosquito Larvae Control is performed as needed between May and September unless mandated through Alberta Health Services. ▪ Prohibited Noxious Pest control (plants, animals, insects, aquatic) is performed as needed in accordance with the Alberta Environmental Protection and Enhancement Act and Alberta Pest and Nuisance Control Regulation.	% of Municipal Operating Budget0.29% Funding Source: Municipal Revenue100.00%
Trail Maintenance: Safe, enjoyable, and well-maintained community-connected trail system. The City boasts over 170km of trail and pathway systems.	▪ Trails and bridges are inspected once per year in the Spring. ▪ Crack Sealing is performed annually as needed per yearly inspection information. ▪ Sweeping occurs 1 x per year in April and up to 3 times per season between May and September Summer: ▪ Pruning, line painting, sweeping, crack sealing, inspection, and mowing ▪ Trail vegetation is mowed and trimmed 1m (3 feet) from edge of trail to a minimum height of 3.5 inches ▪ Trails are mowed and trimmed when vegetation reaches 8 inches tall ▪ Trimming around all amenities and furniture along the trail Winter: ▪ Snow clearing, ice/traction control, sanding. ▪ All trails designated for winter snow clearing are cleared within 72 hours of the last snow fall, Monday through Friday. ▪ Trails designated for winter snow clearing on weekends will be cleared when 1 inch of snow or more has accumulated. ▪ Traction Control on ice is performed when needed.	% of Municipal Operating Budget0.28% Funding Source: Municipal Revenue100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Urban Forestry: Enhances community health and resilience by maintaining the urban tree canopy to reduce heat and wind, support stormwater management, and improve air quality. Services include planting, pruning, removals, stump grinding, proactive tree treatments, inspections, mapping, irrigation, and ongoing care of public trees citywide. Also responsible for the planting and maintenance of flowers, plants, and shrubs in hanging baskets, flower boxes, pots, and garden beds—adding beauty and aesthetic enjoyment to the City.	Tree Canopy ▪ Maintain a Healthy & diverse Urban Forest Canopy of 7.8% and increase to 13% over the next 50 years. ▪ Trees are pruned according to the <i>Tree Risk and Hazard Matrix</i> that identifies risks associated to location, tree health, Diameter at Chest Height, last Pruned Date and Tree Species. ▪ Pruning locations and numbers are prioritized by risk and budget allocations. ▪ Public Tree Removal Requests are governed by Bylaw 4218 and associated policies. ▪ All Deciduous trees will be assessed on a 10-year cycle or as needed. ▪ All Coniferous trees will be assessed on a 15-year cycle or as needed. ▪ Invasive disease control is performed as required by Provincial Regulation and in accordance with the Tree Invasive Disease Control procedure. ▪ Trees in public spaces are watered using irrigation. ▪ Trees on Boulevards are watered by residents. ▪ Tree Planting on Public Property is to be performed in accordance with the <i>Tree Planting Plan</i>. ▪ Any new planted tree with a caliper above 50mm will be included in a 5-year watering program. ▪ A minimum of 80% of new trees are expected to survive planting. Flowers ▪ Flowers are planted annually after the May long weekend. ▪ Watered a minimum of twice daily and fertilized weekly. ▪ Downtown baskets are watered up to 3 times per day. ▪ Baskets are fertilized once per week. ▪ Box and pot watering occurs once per day. ▪ Weeding/Deadheading is performed once every 2 weeks. ▪ Boxes and pots are fertilized once per week. ▪ Flower beds are watered up to 5 times per week or as needed. ▪ Flower beds are fertilized once per week.	% of Municipal Operating Budget	0.82%
		Funding Source:	
		Municipal Revenue	99.09%
		Third-Party	0.91%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Playgrounds & Spray Parks: Free, high-quality spaces that promote community well-being, offer relief from summer heat, and provide safe, fun environments for children and families.	Playgrounds - There are currently 76 active playgrounds in Medicine Hat, excluding school playgrounds. Inspected in accordance with AN/CSA Z614 "Children's Playground Equipment and Surfacing". Spray Parks - Operate 4 free community spray parks from May to September yearly. - Surfaces are cleaned/pressure washed once per month during the operating season. Kiwanis Central Park and Strathcona Island Park: - Open the Friday before the May long weekend each year (weather dependent). - Close on the last Monday of September each year (weather dependent). - Hours of Operation: Daily from 9:00am to 9:00pm. Ross Glen Park and Saamis Rotary Park: - Open on the last Friday of May each season. - Close Monday after the September long weekend of each year. - Hours of Operation: Daily from 9:00am to 9:00pm	% of Municipal Operating Budget	0.17%
		Funding Source: Municipal Revenue User Fees	94.33% 5.67%
Outdoor Beach Volleyball Courts: Provide quality beach volleyball courts that are safe and well maintained for various users.	- Groom sand a minimum of one time per week. - Sand is replaced on an as-needed basis.		
Campgrounds: Provide a variety of camping options from primitive, full service, and comfort cabins	- Operate campground facilities from April - October Gas City Campground: 98 Sites available. (includes 2 comfort cabin options). - Sites offer choice of services (includes power, water, sewer or no services). - Starlink WIFI is available free for guests. - Firewood is provided for a fee. Concession is available. - Staff are on-site for guests a minimum of 10-hours per day. - Security services are provided. Echo Dale Campground: - Provides a primitive campground experience (no services). - Pit toilets are available on-site. - A picnic and cooking shelter is provided.	% of Municipal Operating Budget	0.33%
		Funding Source: Municipal Revenue User Fees	16.69% 83.31%
Outdoor Rinks: Provide outdoor skating surfaces (including a pond ice surface) and crokicurl surface for free community use.	14 outdoor skating surfaces. 1 crokicurl surface. 1 pond ice surface - following provincial ice thickness best practices. - Outdoor skating rinks are actively managed by volunteers (clearing and flooding) daily, or as needed (Adopt-A-Rink).	% of Municipal Operating Budget	0.04%
		Funding Source: Municipal Revenue	100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Echo Dale Lakes: Offer recreational water opportunities; fishing, non-motorized watercraft, & swimming	Boat Lake: - Open year round 7am - 11pm. - Fish are stocked in May ~1000 fish annually. - Non-motorized boating is permitted. Swim Lake: - Open in June to Labour Day from 11am-7pm daily. - Water samples are tested daily. - Lifeguards are on duty from 11am - 7pm.	% of Municipal Operating Budget	0.39%
		Funding Source: Municipal Revenue	100.00%
Cemetery Services: Hillside Cemetery provides dignified burial services for community residents	- Open for Public Inquiries and Plot Purchases 5 days/week in summer and 3 days/week in winter. Burials are searchable online 24 hours per day, 7-days per week. - Internment occurs within 48 hours of a request from a funeral home year-round. Maintenance Standards: - Class A Turf Maintenance Standards are followed in summer months. - Snow is cleared around the Columbarium after every snow fall and from cemetery roads after snow fall of greater than 1 inch. - Burial service information can be found at: https://www.medicinehat.ca/en/parks-recreation-and-culture/hillside-cemetery.aspx. City Monument Regulations. - Cemeteries Bylaw – No. 3121. Cemeteries Act (Government of Alberta).	% of Municipal Operating Budget	0.50%
		Funding Source: Municipal Revenue User Fees	56.07% 43.93%
Encampment, Graffiti & Vandalism Clean-Up: Supports a clean and safe city environment by removing abandoned items from encampment sites after police clearance. Ensures park spaces remain welcoming and functional through timely removal of graffiti and prompt repairs to vandalized features such as fountains, monuments, planters, benches, stairs, and walkways.	- Encampment clean-up on public property is complete within 24 hours of receiving police clearance. Clean-ups occur during daylight hours, 7 days per week. - Vandalism is remediated within 24 hours of being reported, with work taking place during daylight hours, 7 days a week. - Graffiti response and removal occurs within 48 hours on weekdays.	% of Municipal Operating Budget	0.06%
		Funding Source: Municipal Revenue	100.00%
Washroom Provision: Safe and sanitary community washroom facilities to increase enjoyment and stay times at high-use locations. Cleaning, stocking, portable toilets, event toilets, and seasonal washrooms.	- Washrooms are available to the public in high-use areas and cleaned a minimum of 1 time per day. - Washroom facilities are cleaned: - Once per day, Monday to Thursday May to September. - Twice per day Friday to Sunday between May to September. - Once per day, 7-days per week, October to April. - Porta Potties are inspected and cleaned once per week while they are in place. - Washrooms are available to the public in high-use areas and cleaned a minimum of 1 time per day. - Washrooms begin to open starting May 15 each season (weather dependent). - Washrooms begin closing on October 1. - Seven washroom facilities stay open year-round.	% of Municipal Operating Budget	0.01%
		Funding Source: Municipal Revenue	100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Animal Pound & Rescue Services: Provide compassionate care and temporary shelter for lost, stray, and abandoned domestic animals.	- Hours of Operation: - Monday - Closed (except for adoption appointments) - Tuesday to Sunday – 12pm - 4 pm - Bylaw No. 3935 Animal Pound Services - City of Medicine Hat	% of Municipal Operating Budget	0.37%
		Funding Source:	
		Municipal Revenue	88.60%
		User Fees	11.40%

Parks & Recreation - Recreation Services

This team provides accessible, affordable, and inclusive recreation opportunities that encourage active living while incorporating Physical Literacy and Active for Life opportunities for all residents. They create, plan, and deliver spaces, programs, and services that enhance quality of life, support community well-being, and foster inclusivity. A key focus is collaborating with user groups and community sports organizations to develop strategies that ensure equitable access to year-round indoor and outdoor recreation, meeting the diverse and evolving needs of residents.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Recreation Programming: The provision of recreation programming for registered and drop-in participants at parks, open spaces, and recreation facilities.	12-20 Programs between Class A, B, C weekly for all ages. - Class A: Registered Facilitated Programs (Actively led by a coach or instructor). - Class B: Drop-In and Spontaneous Facilitated Programs (Actively supervised by a coach or instructor). - Class C: Open Space Unsupervised Programs and Rentals. - Facility rentals are allocated according to the City of Medicine Hat Parks and Recreation Allocation Policy. - Adaptive programming providers are given priority access.	% of Municipal Operating Budget	0.38%
Community Events: The coordination and delivery of events to the community. Events for residents and visitors to gather and enjoy recreation activities. Free facility access, facilitated / supervised spaces, rental equipment, set up, take down and cleaning.	- Host a minimum of three free community events annually. - Host New Years Eve Fest and Family Day Fest at Big Marble Go Centre. - Provide a variety of family activities, including swimming, nerf wars, bouncy castles, gym activities etc. - Events are a minimum of 3-hours in length. - High-demand activities are ticketed (free) through TIXX.ca. - Host Free Jam Pail Bonspiel annually at KinPlex. - Provide support to third party events in City facilities, including sport tournaments, Youth Days and Festivals, based on the facility or amenity rented. - Culture Days, Sports Wall of Fame, Earth Day.	Funding Source:	
		Municipal Revenue	89.11%
		User Fees	10.89%
Childminding & Day Camps: Offers a safe space for children to play while parents participate in recreation, and provides activity & recreation based day camps for school-aged kids during school breaks.	- A minimum of 24 hours of childminding will be available each week, Monday through Saturday at the Big Marble Go facility. - A minimum of 11 camp weeks are offered annually, covering regularly scheduled breaks from school. - A minimum of 2 adaptive and inclusive camps will be offered per year (July and August).	% of Municipal Operating Budget	0.19%
		Funding Source:	
		Municipal Revenue	97.11%
		User Fees	2.89%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Aquatic Services: Lifeguarding - provide a safe and healthy swimming experience for all members of our community. Lifeguarding services are provided at all indoor and outdoor pools as well as Echo Dale Lake. Swimming lessons - provide adequate number of age and developmentally appropriate instruction in water safety, stroke improvement, and leadership training to build life skills and prevent drowning incidents. Public swimming - provide times for the public to take part in accessible swimming from a recreational or well-being perspective.	- Provide lifesaving services at city pools and swim lakes in accordance with Alberta Lifesaving Society Standards and Best Practices. - Provide a minimum of 15 swim lesson opportunities per month and 16 leadership courses per year following Starfish Academy and Lifesaving Society instruction standards. - Public Swimming Lessons, School Lessons, Private Lessons, Leadership Course Instruction, and Lifeguard Courses. - Provide a minimum of 60 hours of public swimming at city pools. - Pool space is allocated according to the Parks and Recreation Allocation Policy. Lane Swimming: 2 lanes are always available at Big Marble Go Centre. 1 lane is always available at Crestwood Pool. Public Swimming: - Kinsmen Aquatic Park = 60 hours. - Crestwood Pool = 12 hours. - Hill Pool = 24 hours. - Strathcona Pool = 15 hours. - Echo Dale swim lake provides 8-hours of public swimming daily - June to September, <i>weather dependent</i>.	% of Municipal Operating Budget 2.32% Funding Source: Municipal Revenue User Fees 70.40% 29.60%	
Indoor Ice Surface Services: Provides clean and safe well-maintained ice surfaces for user groups, community groups, school and public use for recreational enjoyment.	80% of available ice is used throughout the season. 100% of ice is booked during peak times. - Ice is flooded every 1.5 hours of use or at the end of an assigned time. - Ice flooding occurs in 15 minutes or less. - Approximately 250 Hours of free public skating is provided for the community, in partnership with the Kinsmen Club of Medicine Hat. - Free skating is provided to schools through the Joint Use Operating Agreement. - Free skates and helmets are available to borrow at select locations. - Arena ice is allocated according to the Parks and Recreation Allocation Policy.	% of Municipal Operating Budget 2.31% Funding Source: Municipal Revenue User Fees 74.45% 25.55%	
Fitness Services: Provide a safe and welcoming space for individuals, groups, and teams to pursue physical and mental wellness goals.	- Provide unsupervised, spontaneous, and facilitated fitness programs and services for youth (14+) and adult community members and user groups. - Provide access to weight equipment, cardio equipment, track, stretching areas, personal training, trainer on floor, group fitness classes, accessible options, and facility and equipment orientations. - Big Marble Go Centre and Crestwood Rec Centre operate as public fitness centres, with Big Marble open daily (as early as 5:45 a.m. and up to 10:00 p.m. on weekdays) and Crestwood open Monday to Saturday; Big Marble offers reduced hours on most holidays, while Crestwood is closed on holidays except Easter Monday. - The South Ridge YMCA is supported as a third-party provider of fitness services, with roles and expectations defined through the operating agreement.	% of Municipal Operating Budget 0.81% Funding Source: Municipal Revenue User Fees 16.89% 83.11%	

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Rentals: Manage and maintain city facilities for residents to encourage utilization of facilities on a fee-for-use basis.	▪ Provide affordable meeting and event spaces for rent to the community. ▪ Cost recovery is based on Parks and Recreation Allocation Policy. ▪ Online bookings are provided for private ice bookings, community parks, kitchen spaces, meeting rooms, fieldhouse rentals, gymnasium rentals and birthday parties. ▪ A minimum of twelve 2-hour birthday parties are offered weekly at Big Marble Go Centre, Crestwood Recreation Centre and Strathcona Pool (seasonal).	% of Municipal Operating Budget	0.52%
		Funding Source:	
		Municipal Revenue	77.29%
		User Fees	22.71%

Roads, Parking & Transportation

An integrated system of roads, lanes, sidewalks, paths, trails and pedestrian bridges, combined with a fixed-route and transit-on-demand public transportation service, ensures safe travel for drivers, riders and pedestrians around Medicine Hat. Medicine Hat Regional Airport (YXH) provides flight services to and from Medicine Hat and surrounding areas. Services include scheduled passenger flights operated by WestJet and private charters.

Airport - Operations & Regulatory Compliance

The Operations & Regulatory Compliance service area consists of skilled operators, security staff, administrative support and leadership who deliver daily operations, maintenance, and perform regulatory compliance and customer service activities required to facilitate safe and smooth operations - in accordance with the Canadian Aviation Regulations.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Operations & Regulatory Compliance: This service consists of inspection and maintenance activities, snow and ice control, wildlife and vegetation control, pass and permit control, safety and security, as well as emergency response.	▪ Daily, weekly, monthly, semi-annual and annual inspections conducted in accordance with Canadian Aviation Regulations. ▪ Maintenance and inspections performed in compliance with the Airport Operations Manual and the Canadian Aviation Regulations. ▪ Inspection and Reporting - every 8 hours, when conditions change, or upon request. ▪ Snow removal and traction control of paved surfaces on priority basis – typically between late-October and mid-April in accordance with the Canadian Aviation Regulations. ▪ Comply with the Airport Security Program in accordance with the Canadian Aviation Security Regulations. ▪ Reviewing and permitting use of lands in proximity of airport to verify compatibility of proposed uses, with airport operations, in accordance with Bylaw 4294 requirements. ▪ Duties performed in compliance with the Airport Security Program in accordance with the Aerodrome Security Measures, and the Canadian Aviation Security Regulations.	% of Municipal Operating Budget0.65% Funding Source: Municipal Revenue100.00%

Airport - Commercial Operations

The Commercial service area consists of management staff who develop and deliver on airport commercial, business development, and strategic planning initiatives. The Commercial service area works closely with multiple supporting external departments to perform core tasks (i.e., Economic Development).

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Commercial Service: This service consists of management staff who develop and deliver on airport commercial, business development, and strategic planning initiatives. The Commercial service area performs core tasks including customer service, community education and relations, billing and invoicing, lease management and economic development.	- Monday to Friday from 8:30am to 4:30pm, excluding statutory holidays. - Facilitate and coordinate airport tours with interested community groups, schools, non-profit organizations, on request – multiple times yearly. - Events coordination and permitting of the not-for-profit organized air show event – once every 2 years. - Billing and invoicing - 1 time monthly. - Billing and invoicing follow the monthly process and the City of Medicine Hat's internal financial and reporting requirements. - Lease administration (negotiation, revision, termination, etc.) for new and existing leases as required based on the specific terms and conditions of the lease agreements. - Business development and stakeholder engagement activities campaigns, efforts and ad-hoc projects - multiple times year - Major projects management – ongoing as required.	% of Municipal Operating Budget 0.28% Funding Source: User Fees 100.00%

Municipal Works - Administration

The Administration team is the first contact for the public and crucial in the delivery chain when accessing Municipal Works services, ensuring a responsive and customer-oriented experience. The team supports the Engineering, Operations and Airport areas in delivery of the core services for the department.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Customer Care: Provide timely, accurate and knowledgeable customer service to receive and log service requests. Allowing for the department to address the diverse operational, engineering and general concerns.	- Initiate and process customers' requests as they are received. - Record and initiate 2x14s to the appropriate level and person(s) and ensure follow up and resolution is completed and provided to the customer within set dates. - Initial response – 2 days - Secondary follow up response – 14 days - Call out responses to infrastructure failures and other public concerns. (24 hours/day, 365 day/year)	% of Municipal Operating Budget 0.32% Funding Source: Municipal Revenue 100.00%

Municipal Works - Operations

The operations team consists of skilled operators, technical staff, and leadership, delivering daily operations and maintenance activities the public expects to keep the infrastructure safe and accessible.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Dam and Bridges Management: The operations and maintenance of bridges and structures provide essential connections for Medicine Hat’s vehicular and pedestrian traffic. The dam operations and maintenance support the storage of water for recreational purposes and an important transportation connection.	▪ Annual dam maintenance program is completed as per industry best practices ▪ Operated and maintained in compliance with the City Dam Operations, Maintenance and Surveillance Manual and regulatory requirements set by the province of Alberta (Alberta Dam and Canal Safety Directive). ▪ Bridge structures swept and washed annually. ▪ Annual bridge maintenance program is completed as per industry best practices including repairs such as paving, crack sealing, concrete patching, repairing settling issues, erosion control at bridges, bridge drainage, impact damages, wooden deck repair, hand railing maintenance, and minor joint repairs.	% of Municipal Operating Budget0.09% Funding Source: Municipal Revenue100.00%
Stormwater System Management: The storm water system plays a critical role in protecting the environment, property, infrastructure and maintaining transportation during storm events. The system consists of pipes, catch basins, manholes, storm water management facilities, lift stations and roadway features such as trap lows, drainage ditches, and curb and gutter. This infrastructure works in unison to deliver storm water into the South Saskatchewan River.	▪ Annual flushing, inspection and maintenance of Stormwater System is completed as required based on available budget and resources. ▪ Operational response to clear blocked catch basins and other drainage channels as required and to address known issues. ▪ Ground water management is reactionary and based on observed impacts to the roadway/storm assets. As budget allows. ▪ System maintained and operated in compliance with prescribed municipal standards and provincial and federal regulatory/legislative requirements. ○ Construction, operation or reclamation of a storm drainage system for storm drainage in the City of Medicine Hat as per Environmental Protection and Enhancement Act Registration 3537020-00-00 More information on Stormwater management available at: ▪ https://www.medicinehat.ca/en/home-property-and-utilities/storm-water-management.aspx	% of Municipal Operating Budget0.56% Funding Source: Municipal Revenue100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Roadways: The operations and maintenance of roadway infrastructure supports reliable and efficient transportation for all users, reducing delays and disruptions as well as extends the lifespan of road infrastructure, reducing long-term repair costs and preserving public investment. Service includes operation and maintenance of roadways, railway spur lines, roadside barriers, lanes, road surfaces, public roadways and areas.	▪ Inspection, repair and maintenance of railway and roadway infrastructure provided in compliance with required federal, provincial and industry regulations and standards including Transportation Association of Canada (TAC), TAC Manual of Uniform Traffic Control Devices for Canada, Institute of Transportation Engineers (ITE) and Federal Highway Administration (FHWA), Railway (Alberta) Act Railway Regulation and Railway Safety Act. ▪ Monthly railway switch and track inspection. ▪ Gravel lanes inspected and graded (if required) annually. ▪ Gravel roads inspected and graded a minimum twice per year, starting in the spring. Additional maintenance is scheduled based on traffic volume and type and weather impacts. Dust control is applied when required. ▪ The paved road network is evaluated on a three-year cycle (1/3 per year). ▪ Potholes are inspected to determine risk, if significant, immediate response is taken otherwise programmed into annual maintenance programs. ▪ Road surface patch repairs completed throughout the year. Temporary repairs in winter months followed by permanent repairs in summer seasons. ▪ Vandalism repairs, debris and graffiti removal from infrastructure as required. ▪ Weekly cleaning services and daily security opening/closure of pedestrian underpass. ▪ Waste collection from municipal roadside bins. Collection frequency based on need.	% of Municipal Operating Budget 1.18% Funding Source: Municipal Revenue 100.00%	
Sidewalk Management: The operation and maintenance of sidewalks and roadside trails contribute to public safety, connectivity, and community health by encouraging active transportation and reducing conflicts between pedestrians and vehicles. Roadside trails and sidewalks are essential components of urban and rural transportation infrastructure designed to support pedestrian movement and non-motorized travel.	▪ Regular inspections and maintenance on pedestrian facilities are conducted to mitigate hazards the public. ▪ Interim repairs of tripping hazards are applied until a permanent fix is implemented. As soon as practicable. ▪ Annual maintenance programs include shaving, lifting, remove and replacement and resurfacing of concrete sidewalks based on available budget ▪ Multi-Use Asphalt Sidewalk infrastructure is maintained reactivity and as budget allows. More information on Sidewalks and trails available at: ▪ https://www.medicinehat.ca/en/roads-parking-and-transportation/sidewalks.aspx	% of Municipal Operating Budget 0.70% Funding Source: Municipal Revenue 100.00%	

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Snow and Ice Control (SNIC) Operations: Utilisation of people, equipment and SNIC materials to reduce the impact of snow and ice on the public's mobility within the transportation network.	▪ Snow and ice control category time frame based on a typical 5-10cm snowfall event ○ Category 1 - Complete ice control and snow plowing within 24 hours of snowfall ending. ○ Category 2 - Complete ice control and/or snow plowing within 24 hours of Category 1 completion. Category 2 roadways are subject to review (after event) of excessive accumulation of snow and ruts to determine the need for plowing or snow removal. ○ Category 3 - Passable to emergency service vehicles and the public. Maintained as required upon completion of Category 1 and 2. ▪ Supply of traction control material to residence at five community sand boxes. ▪ Annual soil and groundwater monitoring at two snow disposal sites. Ensuring adverse effects to the environment and site contamination are monitored, controlled and reported through compliance with Environmental Protection and Enhancement Act (EPEA).	% of Municipal Operating Budget	1.08%
Street Sweeping Operations: Clean the paved roadway network to maintain a safe driving surface and minimise debris from entering storm water system	▪ Annual street sweeping program begins in the spring and is completed by June 15th ▪ Additional street sweeping provided for service requests and construction activities. ▪ During summer months, the Hospital, Downtown and Arterial roads receive additional as-required sweeping.	% of Municipal Operating Budget	0.64%
Streetlight Operation and Maintenance: Street lighting operations and maintenance consists of providing appropriate lighting for public roadways using the over 8,500 LED streetlights (including decorative downtown lighting). Lighting of the roadway to provide sufficient lighting based on industry practices and standards.	▪ Regular inspection and repair of streetlights and related infrastructure. Such as luminaire replacement, temporary and permanent fault repairs, pole painting and base replacement. Services provided by Electric Department and contracted services. ▪ Annual installation and maintenance of 350+ festive lights before end of November and removal before end of February.	% of Municipal Operating Budget	0.78%
		Funding Source: Municipal Revenue	100.00%
		Funding Source: Municipal Revenue	100.00%

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Transportation System: Operations and maintenance of existing paid on-street parking infrastructure, over dimensional permit system for carriers needing to utilise city roadways and traffic management (material and services) support to various departments and community groups as well as evaluation and implementation of strategies to improve Medicine Hat’s transportation system.	▪ Create planning documents, following industry best practices to address immediate and long-term transportation matters. ▪ Developing understanding of road user issues through regular engagement. ▪ Emergent traffic safety assessments and implementation of solutions annually through operational and capital programs. ▪ Complete crosswalk assessments, sight line and posted speed limit reviews ▪ Traffic Accommodations support and training to other departments and non-profit events ▪ Support non-profit (supply of materials and setup of traffic accommodations) with operations, that can include evening and weekend works. As required. ▪ Over dimensional load management permit review and approval through Provincially integrated system. Contracted services supported administration ▪ All work performed on City owned roadways shall conform to the policies, standards and procedures set out by The City of Medicine Hat, including the Temporary Traffic Control (TTC) Manual and the Alberta Occupational Health and Safety Act. ▪ Road closures support through placement of no parking signage and other traffic control devices as required. ▪ Review of specific parking demand locations as required based on budget availability. ▪ Provide pay devices, permits and traffic control devices that support paid parking. ○ Parking meters (Hospital area) – single weekly collection ○ Permit system for stall rental system. As required ○ Maintenance of parking devices performed as required ▪ Administer residential parking permit system - 2 year renewal ▪ Current management practices are based on the Public Roads Bylaw and existing parking plans.	% of Municipal Operating Budget 0.58%	
		Funding Source:	
		Municipal Revenue 96.50%	
		Fees & Charges 3.50%	

Community Development - Transit Services

This team manages special transit (curb-to-curb transportation service for persons with disabilities), conventional transit (transit services delivered through a planned network of routes), and Transit On-Demand (service to zones where conventional transit routes are not supported by ridership levels).

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Conventional Transit: Scheduled bus service along a planned network of routes, ensuring reliable and accessible transportation to in-demand destinations, high-density areas, and key travel corridors in the City of Medicine Hat.	- Fixed-route service operates Monday to Friday from 6:45 a.m. to 10:45 p.m. and Saturday to Sunday from 8:15 a.m. to 7:15 p.m. There is no transit service on statutory holidays. - Real-time bus tracking is available online, allowing riders to monitor arrivals and plan their trips. - Minimum service frequency of 30 minutes where routes are provided. 90% on-time performance, with buses arriving on schedule or no more than 5 minutes late. - Efficiency benchmark: an average of eight riders per vehicle hour per route. - Bus stops are strategically placed approximately every 400 meters along bus routes and spaced no more than 500 meters apart. - Benches and shelters are installed at bus stops based on ridership levels and frequency of use.	% of Municipal Operating Budget	2.98%
		Funding Source: Municipal Revenue User Fees	80.40% 19.60%
Transit On-Demand: Flexible transportation to low-demand zones where conventional fixed-route transit is not supported by sufficient ridership.	- Service is provided to key destinations within 3 km of conventional transit routes, in areas and during times with insufficient demand for fixed-route service. - Transit On-Demand operates in the north and central zones after 6:45 p.m. on weekdays and all day on Sundays. - Maximum wait time of 30 minutes, maximum travel time of 30 minutes, and 90% of pickups occur within the scheduled commitment window. - All transit buses are wheelchair accessible. Riders can request wheelchair seating when booking to ensure availability on their scheduled bus.		
Paratransit: Shared, curb-to-curb transportation for registered persons with physical or cognitive disabilities who cannot use regular transit services.	- Service is available in urban areas of the City of Medicine Hat, providing access to key destinations for registered users. - Paratransit service operates Monday through Saturday, with no service on Sundays or statutory holidays. 90% of pickups occur within the scheduled commitment window, with a maximum travel time equivalent to a fixed-route trip plus 30 minutes.	% of Municipal Operating Budget	0.85%
		Funding Source: Municipal Revenue User Fees	95.24% 4.76%

Business & Development

Information for doing development/building projects and operating a business. We offer guidance and support for developers, contractors, and entrepreneurs.

Planning and Development Services - Planning

This team provides all regional and municipal planning, approvals for subdivisions and developments, land use updates for council and other committees, and coordination and updates to the Municipal Development Plan.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Development Permits: A City of Medicine Hat Development Permit (DP) is a land use approval required for certain types of development projects within the city. It ensures that a proposed project is suitable for its location and complies with the Land Use Bylaw and other planning policies. Development engineers assist planners with the pre-application, development permit and subdivision reviews including the initial proposal, servicing reviews, technical components, subdivision impact assessment and if any additional agreements and registrations are required.	▪ Determination if the application is complete and sufficient for review within 20 days. ▪ Final Review of application decision within 40 days, resulting in an approved Development Permit if all issues are resolved. ▪ The applicant must obtain all necessary building permits and safety codes approvals before starting construction, which must commence within twelve months of permit issuance. ▪ Regular inspections during construction to ensure the development adheres to the conditions outlined in the Development Permit. ▪ Permits are issued in compliance with Municipal Government Act, Alberta Building Code and Land Use Bylaw More information on Development Permits Available at: https://www.medicinehat.ca/en/business-and-development/development-permits.aspx	% of Municipal Operating Budget Funding Source: Municipal Revenue Fees & Charges	1.03% 49.72% 50.28%
Major Plans or Major Plan Amendments: This process reviews proposed land use changes in relation to planning policy and context of surrounding area. Planning prepares a report with recommendations for the Municipal Planning Committee and Council.	▪ Approximately 3 months or 90 days for final approvals of any Plans Amendments.		
Land Use Bylaw Regulation: This service ensures that land use and development within the City aligns with municipal planning goals, complies with zoning and setback regulations, and supports orderly and lawful development.	<i>Amendments:</i> ▪ Determination of a complete application within 20 days ▪ Application Planner Review decision is rendered in writing within 60 days <i>Compliance:</i> ▪ Letter of compliance within 15 days 80% of the time once all requirements have been met. Land Use Bylaw		
Encroachments: A land search reviews property reports to identify if any structures extend onto municipal land. If an encroachment is found, minor cases may receive a Letter of Consent, while more significant encroachments require a formal Encroachment Agreement. This agreement ensures that encroachments do not interfere with City’s ability to maintain public services and infrastructure.	▪ Up to 6 weeks or 45 days to do a land search and return information to the applicant ▪ Encroachment agreement generally delivered within 7-10 days depending on complexity and volume of requests.		

Planning and Development Services - Business Licensing

This team provides coordination and regulation of all business licensing within the City. Overseeing the issuance and renewals of all business licenses and the enforcement of same.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery
Business Licenses: A City-issued permit that authorizes individuals or companies to operate in Medicine Hat, ensuring compliance with laws and bylaws while supporting economic development and public safety. Types of Business Licenses include Commercial Business Licenses, Home Business Licenses, Non-Resident Business Licenses, Travelling or Temporary Business Licenses and Exempt Business Licenses	▪ Issuance of a Business License within 15 days 80% of the time once all requirements have been met. ▪ This service ensures all requirements are met and compliance with external agencies within the planning bylaws (Land Use Bylaw, Safety Codes Bylaw and applicable Licensing Bylaw). ▪ External Agencies include Alberta Health Services, Alberta Gaming and Liquor, Alberta Government Licenses, Alberta Motor Vehicle Industry and Trades within Alberta More information on Business Licenses Available at: https://www.medicinehat.ca/en/business-and-development/business-license.aspx	*See costs included in Planning above*

Planning and Development Services - Safety Code Services

This team is authorized by the Minister, to administer the Safety Codes Act with respect to any or all things, processes, or activities to which the Act applies. We are responsible for the intake of permit applications, issuing permits in the Building, Plumbing, Heating, Gas, and Electric disciplines and conduct the plan reviews on permit applications.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Occupancy Permits: In conjunction with a business license application a Safety Codes review is conducted to assess permit requirements based on the proposed business use and site-specific building classification. Occupancy permits involve site inspections by Safety Codes Officers, Business Licensing staff, and Fire Services. These reviews may identify the need for building or trade permits to ensure compliance with regulatory codes.	▪ Safety Code Review within 3-5 days of receiving the request. ▪ Occupancy Permit inspections within 5 days of receiving the request. ▪ Permits issued in compliance with The Safety Codes Act, National Building Code Alberta Edition and associated regulatory code documents.	% of Municipal Operating Budget 1.01%	
Building and Trades Permit Administration and Oversight: Building, Electrical, Plumbing, Gas, and Heating permits are issued in compliance with the Alberta Safety Codes Act and the Quality Management Plan (QMP), following a detailed review of drawings and documentation to ensure regulatory alignment. Inspections are conducted according to the QMP schedule to confirm that all permitted work meets applicable safety and construction standards across all disciplines. Permit activity is continuously monitored for compliance with the QMP. Complaints regarding unpermitted work or unsafe building conditions are investigated under the Safety Codes Act to maintain public safety and regulatory integrity.	▪ Completed applications are reviewed within 15 days, with responses delivered within that timeframe at least 80% of the time, as required by the Quality Management Plan (QMP). ▪ Must comply with the Alberta Safety Codes Act, QMP, Safety Codes Bylaw, National Building Code – Alberta Edition, applicable trade-specific codes and all applicable regulatory codes, which define service standards and procedural requirements. ▪ Inspections are conducted in accordance with the Quality Management Plan (QMP), with at least 80% completed within 5 days of request. ▪ Inspection reports document the status of work at the time of inspection, note any previously identified deficiencies, and include observations of related conditions or work. ▪ As outlined in the Quality Management Plan (QMP), complaints about unpermitted or unsafe work are reviewed within 1–3 days. More information on Building Permits Available at: https://www.medicinehat.ca/en/business-and-development/building-permits.aspx	Funding Source: Municipal Revenue 40.54% Fees & Charges 59.46%	

Planning and Development Services - Development Engineering

The engineering team provides a comprehensive suite of services aimed at facilitating efficient and effective development projects and maintaining the integrity of municipal infrastructure and development. The services aim to streamline the development process, uphold regulatory standards, bylaws, and ensure the sustainable growth and functionality of municipal standards while providing customer service to the public and development industry.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Development & Construction Authorization: <i>Authorization for Work Agreements</i> apply to minor projects on City land, such as curb cuts or sidewalk replacements, and require insurance and security. <i>Development Agreements</i> are tied to Development Permits for larger or more complex projects, particularly when off-site work is required, there is a potential impact on City infrastructure, or to ensure that landscaping and project completion meet City standards. <i>Service Agreements</i> are established during the subdivision process to formalize the developer–City relationship and ensure standards are met.	<i>Authorization for Work Agreements:</i> - Reviewed and prepared within 4 days. - Fully signed within 1–2 weeks (80% of the time) once requirements are met. - Must comply with Municipal Works Construction Specifications. <i>Development Agreements:</i> - Must comply with Section 650 of the Municipal Government Act. - Infrastructure impacted must meet standards in the Municipal Servicing Standards Manual (MSSM) or other published standards, bylaws or specifications. <i>Service Agreement:</i> - Reviewed and prepared within 10 days. - Two copies of the unsigned final agreement provided to applicant within 1–2 weeks (80% of the time) once requirements are met. - Must comply with: Section 655 of the Municipal Government Act, Municipal Servicing Standards Manual, and approved drawings. Additional information on Service Agreements available at: https://www.medicinehat.ca/en/business-and-development/subdivision-development.aspx	% of Municipal Operating Budget 0.80% Funding Source: Municipal Revenue 97.84% Fees & Charges 2.16%	
Infrastructure Certification: These services verify compliance and completion of infrastructure projects. <i>Construction Completion Certificate:</i> confirms infrastructure meets standards at construction stage. <i>Final Acceptance Certificate:</i> confirms all warranty and maintenance obligations are fulfilled.	<i>Construction Completion Certificate (CCC)</i> - Issued within 30 calendar days of submission - Must be completed by professionals per agreements with Municipal Servicing Standards Manual. <i>Final Acceptance Certificate (FAC)</i> - Issued within 30 calendar days once all requirements are met. - Complies with Municipal Servicing Standards Manual.		
Development Application Review: This service reviews development applications and coordinates feedback across departments to provide a response outlining the requirements needed to fulfill a successful application and project.	Engineering recommendation issued within 15 business days 80% of time. More information on TCC Reviews Available at: https://www.medicinehat.ca/en/business-and-development/technical-review.aspx#More-info		
Infrastructure, Utility & Environmental Compliance: These services ensure developments align with environment, utility and financial regulations.	<i>Telecom Reviews (Line Assignment)</i> - Approvals letter within 10 days once all required information is received. - Complies with Radiocommunication Act. <i>Off-Site Levy (OSL) Program Management</i> - Annual report - Rate review every 2 years - Complies with MGA, Offsite Levy Regulations (Alberta) and Off-site Levy Bylaw		

Government & City Hall

The City of Medicine Hat is proud to serve you. The City Clerk’s office provides administrative support, bylaws, elections and more.

City Clerk

The City Clerk’s Office provides support and services to City Council, the Mayor’s office, municipal employees, and departments including the City Manager, the Executive Team, and the public. The public responsibilities of the City Clerk’s office include coordination of Access to Information and Protection of Privacy Coordination requests, Special Events and Municipal Elections.

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Access to Information and Protection of Privacy Coordination: manage and process records access requests and provide staff training on ATI requirements and responsibilities to ensure compliance with privacy and access regulations.	- Requests are provincially regulated and are in compliance with laws such as the Access to Information Act and the Protection of Privacy Act. https://www.alberta.ca/access-to-information-act https://www.alberta.ca/protection-of-privacy-act	% of Municipal Operating Budget	0.16%
		Funding Source:	
		Municipal Revenue	96.86%
		User Fees	3.14%
Special Event Coordination: support the processing of Special Event applications and coordinates the necessary permits and approvals for event organizers.	- General Requirements for all special events can be found on the City website. - Special Events are subject to City Bylaws, policy’s, AGLC requirements, the Occupation Health and Safety Act and AB Health Service requirements.	% of Municipal Operating Budget	0.01%
		Funding Source:	
		Municipal Revenue	100.00%
Municipal Elections: organization, coordination and delivery of municipal elections.	- All voting stations are fully accessible, and residents can vote from any voting station within the City. Voting stations are open 10 a.m. to 8 p.m. Advance polls are available weeks prior to election day. - Support the municipal election process every 4 years. - Voter eligibility is subject to the Local Authorities Election Act (s. 47 LAEA). - More information is available on the City website.	% of Municipal Operating Budget	0.18%
		Funding Source:	
		Municipal Revenue	100.00%
Public Requests: serve as the central point of contact for matters related to committees, commissions, and boards. Aid with informal Council Code of Conduct complaints, flag lowering requests, proclamations, name committee requests, ombudsman inquiries, bylaw and policy questions, and Council delegation requests.	- Council Code of Conduct requests in accordance with Bylaw No. 4805. - Council delegation requests in accordance with Procedure Bylaw No. 4725. - More information on Bylaws and Policies can be found at: https://www.medicinehat.ca/en/government-and-city-hall/bylaws-and-policies.aspx. - Proclamations and flag lowering requests subject to the Flags and Proclamation Policy No. 0175.	% of Municipal Operating Budget	0.01%
		Funding Source:	
		Municipal Revenue	100.00%
Municipal Census: conduct and report on Municipal Census.	Municipal Census conducted in accordance with the Government of Alberta Municipal Census Regulation and the Municipal Census Manual.	% of Municipal Operating Budget	0.00%
		No municipal census scheduled in 2025	

Community Service Name / Description	Community Service Standard	Cost of Service Delivery	
Advisory Board & Tribunals: committee support includes procedural advice, preparation and distribution of agendas and minutes, booking meeting rooms, recruitment of members, and other supports as required. Provide advice on legislative and procedural processes and handles information processing for the Subdivision and Development Appeal Board (SDAB) and Assessment Review Boards (ARB), which are statutory tribunals that hear appeals on tax assessments, subdivisions, and development decisions.	▪ Recruitment of board members is done annually or as vacancies occur. ▪ SDAB information can be found at: https://www.medicinehat.ca/en/government-and-city-hall/sdab.aspx. ▪ Assessment Review and appeal board information can be found at: https://www.medicinehat.ca/en/government-and-city-hall/committees-commissions-and-boards.aspx#Assessment-Review-Boards.	% of Municipal Operating Budget	0.02%
		Funding Source:	
		Municipal Revenue	90.89%
		User Fees	9.11%