

Hartland
POLICY P-010

POLICY RELATING TO ADMINISTRATIVE STANDARDS & OUTCOMES



SUMMARY

This document provides administrative standards and outcomes that the Council expects the CAO (Chief Administrative Officer) and the town to meet.

RECREATION & PUBLIC WORKS

1. Recreation fees will balance affordable access with cost recovery and regional norms.
2. Athletic programs will be designed and delivered to optimize participation, enjoyment, and development.
3. Before they are implemented, new recreation programs and events will be evaluated and approved on the basis of expected participation, cost, and resource requirements.
4. The town will survey residents regularly to better understand their perception of municipal governance and services.
5. Recreation facilities will always be safe and clean.
6. Recreation facilities will be available for scheduled events unless they must be closed due to weather conditions or other special factors.
7. While maintaining and repairing streets and water and sewer infrastructure, Public Works will preserve and protect, to the extent possible, the value and condition of property (private and public).

PROTECTIVE SERVICES

1. The town will develop and maintain effective public emergency plans and notification systems.
2. The town will enforce its by-laws impartially, effectively, and efficiently.
3. The Fire Department will maintain its capacity to provide excellent fire prevention and protection services.
4. Policing services shall provide for strong local presence and public safety at a fair and reasonable rate.

FINANCE & GOVERNANCE

1. Each month, the town will provide clear and detailed financial reports for its general and utility operating budgets. Each report will show budgeted versus actual results for the previous month and the year-to-date, while identifying major drivers of surpluses or deficits.
2. In July, the town will report a year-end forecast for its general and utility operating budgets. Each forecast will show year-end budget projections, the major drivers of projected surpluses or deficits, and the discretionary spending that can be increased or decreased.
3. In each of the first three quarters, budgeted funds for grants and reserves will be implemented on a prorated basis. In the fourth quarter, Council will review and may change allocations for grants and reserves in consideration of the year-end forecasts.
4. Each quarter, the town will report on its capital funds (including reserves) by providing the total amount held in each fund with detailed notes to explain in-year increases or decreases to those funds.
5. The town will manage resources and assets (infrastructure and financial) to provide safe and reliable infrastructure and high-quality services while minimizing the need to increase taxes and fees.