Tarbutt Township

Asset Management Plan
Levels of Service Annex

UrbanRe Advisory Inc.

26 March, 2026

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Context and Introduction

This Levels of Service Framework is an Annex to the Township of Tarbutt's Asset Management Plan (AMP), prepared by Agile Infrastructure on December 8, 2025. Tarbutt participated in the MFOA AMP-it-Up 3.0 Coaching and Training program. Through this program, it was identified that the AMP presents some Levels of Service indicators but does not provide them for all assets, as is required under Ontario Regulation 588/17, *Asset Management Planning for Municipal Infrastructure*.

This Annex provides a set of Levels of Service metrics, as well as current and proposed LOS for Tarbutt Township, in alignment with the regulatory requirement and to support asset planning.

Levels of Service

Levels of Service (LOS) describe the quality and performance of services delivered through the Township's infrastructure, such as roads, buildings, and storm drains. They establish expectations for the quality and quantity of various services provided by the Township for residents. They also provide a Council and staff with a consistent way to measure, monitor, and report on how well assets are supporting service delivery.

In Ontario, LOS are defined through Community descriptions and Technical metrics:

- **Community Levels of Service (LOS)** describe service outcomes from the user perspective, demonstrating what residents experience and value. They focus on service quality, accessibility, and reliability, expressed in plain language.
- **Technical Levels of Service (LOS)** measure how assets perform to support service delivery. They use metrics (e.g., condition, capacity, response times) where possible to quantify performance and track whether services meet targets.

Each LOS is defined through a descriptor or metric, the current level of performance, and proposed performance. Under O.Reg 588/17, municipalities are required to document LOS for core assets using prescribed metrics, to select their own metrics for other assets. The Regulation also requires municipalities to review and report on asset management progress annually.

Tarbutt Township's LOS

Tarbutt Township staff prepared the LOS framework with support from UrbanRe Advisory Inc., the coach assigned through the MFOA program. The selected LOS metrics are intended to be high-level and easily understood, allowing for regular tracking and reporting using available Township resources. The proposed LOS support current service delivery levels and are intended to be achievable within existing operational and financial capacity.

As the Township's asset management practices continue to mature, these LOS may be refined to better reflect community needs and expectations over time. As part of the annual review process, the Township may provide feedback regarding on whether targets are being met, or indeed, if these metrics are appropriate.

This LOS framework is presented for compliance and as part of continuous improvement in asset management. It is not intended to be used for any purpose other than municipal asset management planning. A comprehensive update to LOS may be planned as part of the next Asset Management Plan update in 2030.

Levels of Service Framework

1. Roads

Table 1.1: Community LOS – Roads

Attribute	Description	Current LOS	Proposed LOS
Scope	Description, which may include maps, of the road network in the municipality and its level of connectivity.	Roads exist throughout the Township, connecting the community to highways and neighbouring Townships. Maps are provided in the AMP.	Maintain the current extent of the road network.
Quality	Description or images that illustrate the different levels of road class pavement condition.	Township has Surface Treated and Gravel roads. Surface condition ranges from like-new to fully distressed.	Township works on regular maintenance of roads including resurfacing and treatments to extend road surface life.

Table 1.2: Technical LOS – Roads

Attribute	Metric	Current LOS	Proposed LOS
Scope	Number of lane-kilometres of each of arterial roads, collector roads and local roads as a proportion of square kilometres of land area of the municipality.	Local: 0.87 lane-km per km^2 Collector: 0 km Arterial: 0 km	Maintain the current extent of the road network.
Quality	1. For paved roads in the municipality, the average pavement condition index value. 2. For unpaved roads in the municipality, the average surface condition (e.g. excellent, good, fair or poor).	1. Paved Road PCI = 65 2. Unpaved Surface Condition = Fair	Through new road treatments, work towards improving road surface condition over time. Maintain average PCI at or above 65.
Age	Average Age (Years)	Estimated age for surface and sub-base is 23 years.	Estimated Service Life for surface treatment is 10 to 15 years.

2. Bridges and Culverts

Table 2.1: Community LOS – Bridges and Culverts

Attribute	Description	Current LOS	Proposed LOS
Scope	Description of the traffic that is supported by municipal bridges (e.g., heavy transport vehicles, motor vehicles, emergency vehicles, pedestrians, cyclists).	Culverts in Tarbutt are used by heavy transport, motor, and emergency vehicles. Some are used by pedestrians and cyclists.	Maintain support for current traffic levels. Review improvements for safety or capacity during major projects.
Quality	1. Description or images of the condition of bridges and how this would affect use of the bridges. 2. Description or images of the condition of culverts and how this would affect use of the culverts.	All Culverts were assessed in 2024 in Fair or better condition. Condition does not restrict the use of culverts in Tarbutt.	Conduct regular inspections as required and complete maintenance as recommended by qualified professionals.

Table 2.2: Technical LOS – Bridges and Culverts

Attribute	Metric	Current LOS	Proposed LOS
Scope	Percentage of bridges in the municipality with loading or dimensional restrictions.	No loading restrictions in place. Pine Island Causeway is restricted to single lane at 5 metres width.	Maintain current culvert performance.
Quality	1. For bridges in the municipality, the average bridge condition index value. 2. For structural culverts in the municipality, the average bridge condition index value.	Culvert BCI was not rated in the 2024 inspection. Two culverts were rated in good condition and three in fair condition.	Confirm BCI in next round of OSIM inspections in compliance with regulatory requirements.

3. Stormwater

Table 3.1: Community LOS – Stormwater

Attribute	Description	Current LOS	Proposed LOS
Scope	Description, which may include maps, of the user groups or areas of the municipality that are protected from flooding, including the extent of the protection provided by the municipal stormwater management system.	Some residential areas are protected from flooding through an urban ditch system and culverts, some with defined outlets. Most rural areas protected from flooding through rural ditching, some with defined outlets.	Municipality periodically checks and clears storm ditches and culverts to control stormwater flows.

Table 3.2: Technical LOS – Stormwater

Attribute	Metric	Current LOS	Proposed LOS
Suitability	1. Percentage of properties in municipality resilient to a 100-year storm. 2. Percentage of the municipal stormwater management system resilient to a 5-year storm.	1. Some properties experience flooding during spring melt or extreme storms, but damage to buildings is rare. 2. Stormwater system requires regular maintenance to manage storm flows.	The Township will work toward maintaining current storm drain function following its existing maintenance procedures.

4. Buildings and Parks

Table 4.1: Community LOS – Buildings and Parks

Attribute	Description	Current LOS	Proposed LOS
Service	List of services required to be provided municipal buildings and land improvements.	Buildings: Administrative Office Fire Hall MacLennan Hall (Community Hall) Roads Garage Parks: Birch Hill Playground Women's Institute Park / Picnic Area Other: Cemeteries	Municipality continues to provide these buildings and parks.
Suitability	Description of key criteria for the municipality to consider buildings and land improvements to be suited to purpose.	**Condition** – free from structural defects or health and safety hazards **Accessibility** – contains elements compliant with AODA standards **Suitability** – of a suitable size and layout to support its intended function	Municipality will work toward facilities in a state of good repair, with appropriate accessible elements, and suited to purpose.

Table 4.2: Technical LOS – Buildings and Parks

Attribute	Metric	Current LOS	Proposed LOS
Suitability	Number and list of assets with identified suitability, condition, or accessibility issues and a description of their deficiency.	Staff identified buildings with limitations to meeting service needs: - MacLennan Hall has deficiencies regarding Condition and Accessibility (entrance and parking lot)	The Township will work towards reducing these deficiencies as budgets allow.

5. Fleet and Equipment

Table 5.1: Community LOS – Fleet and Equipment

Attribute	Description	Current LOS	Proposed LOS
Services	Description of the duties expected by Township Vehicles	Staff and goods transportation Maintenance of public spaces and cemeteries Landfill operations Road Maintenance Snow Removal Fire/Emergency Response	Maintain fleet size and composition to meet operational demands. Review needs and replace vehicles when the reach the end of their useful life.
Maintenance and Safety	Approach to vehicle replacements	Vehicles are replaced as required for safety, as maintenance needs rise, and based on reliability and use.	Maintain current availability of vehicles and review when replacement needs arise.

Table 5.2: Technical LOS – Fleet and Equipment

Attribute	Metric	Current LOS	Proposed LOS
Services	Number and description of services required from vehicles, where vehicles are inadequate or insufficient to meet demand.	Currently the following vehicles are at risk of not meeting service expectations: • Fire Pumper • Fire Tanker • Public Works F-150 Pickup	Vehicles to be replaced as required or as funding allows.
Age	Average age (Years)	Average age estimated at 16 years.	Estimated Service Life for Vehicles and Equipment ranges from 10 years for small equipment to 30 years for heavy machinery.