



THE CORPORATION OF THE TOWNSHIP OF KING
Report to Council

Monday, September 25, 2023

Administration Department - Office of the CAO

Report Number ADM-CAO-2023-006

Township of King Corporate Service Inventory and Department / Divisional Profiles

RECOMMENDATION(S):

The CAO respectfully submits the following recommendation(s):

1. Report Number ADM-CAO-2023-006 be received as information.
2. Companion presentation to Council on September 25th, 2023, also be received as information.

REPORT HIGHLIGHTS:

- The Township has developed and published a comprehensive Service Inventory of all public facing municipal services, inclusive of department and divisional profiles which are now available at www.king.ca/serviceprofiles.
- Publishing the Service Inventory reinforces the Township of King's commitment to transparency and accountability to Council and our citizenry about how our services are regulated, funded, where they fit within the organization and, what citizens can expect in terms of service offerings, levels, and associated standards.
- The Service Inventory will continue to be a foundational input into several other continuous improvement and modernization initiatives aimed at optimizing the value citizens receive from Township services.

PURPOSE:

The purpose of this report is to share with Council the newly developed Service Inventory and Department Service Profiles that are now publicly available at www.king.ca/serviceprofiles and, provide an update on how staff will continue to leverage this information to stay transparent and accountable to Council and the community.

BACKGROUND:

The Service Inventory was initiated in an effort to intentionally document, for the first time, all of King's services in a centralized, consistent format. The scope included working with all department and divisional leadership teams to inventory of all Township service offerings in their current state, defining the description and objectives/outcomes of each service, the levels at which the service is provided, and the associated standards that will consistently be adhered to.

The scope of developing the inventory would also include:

- Categorizing and characterizing services by considering the nature of each service offering as either mandated, essential to business continuity or, if King has discretion in providing it.

- Analyzing and assigning services a type, to better understand those that are central to meet municipal obligations, important ancillary services to achieve the Township's goals, or internal support services.
- Identifying the source of service offerings, levels, or standards; being a higher level of government, council-approved or the administration itself.
- Documenting the governing legislation that informs or regulates services.
- Disclosing the funding sources for each division.
- Selecting and leveraging a framework to measure service performance, and developing performance measures (for future reporting) that best showcase citizen value for services.

ANALYSIS:

The final deliverable of the Service Inventory Project is development of a corporate-wide **Service Inventory (Appendix A)** inclusive of department and divisional profiles.

Within the [Service Inventory](#), each department profile includes a description of its portfolio and follows with divisional service profiles. All divisions have their service description and objectives/outcomes, and a summary matrix of their funding sources, service offering categorizations, types and names, the source of each offering and governing legislation. Following the summary matrix, is a detailed chart broken down by service offering. The chart includes service offering names and description, the level of service and any associated standards that the Township adheres to. Please refer to **Appendix B** for a summary of Departments, Divisions and Service Areas and **Appendix C** for an index by Service Offering (both are also available online for quick reference).

Each divisional profile also includes a set of *Headline Performance Measures (HPMs)*. These performance measures were developed with citizens at the top of mind, using the Results Based Accountability (RBA) Framework. The RBA framework measures performance by looking at *how much* a service provides (volume of work/outputs), *how well* the service is provided (quality of work) and who is *better off* as a result (the value for money citizens receive). The first annual results report on the HPMs will be brought to Council in Q2 2024.

In order to make the Service Inventory as accessible as possible, staff created a dedicated landing page (www.king.ca/serviceprofiles) and department sub-pages that make it easier for citizens to access, understand and navigate through the content contained within it. Staff also updated the Departments page (www.king.ca/departments) to include service descriptions and objectives / outcomes.

Conceptualizing and understanding services in this way provides increased levels of clarity on what citizens receive and why, and what they can expect from the Township. These profiles set services expectations in the current state and detail services holistically, against which performance can be measured and reported. Additionally, the Service Inventory provides a foundation for further evaluation and analysis of service levels and standards, the modernization of delivery models, service performance, and how King, as an organization can continuously improve in meeting stakeholder needs.

FINANCIAL CONSIDERATIONS:

There are no financial implications related to this report.

ALIGNMENT TO STRATEGIC PLAN:

The 2023-2026 Corporate Strategic Plan (CSP) was adopted by Council on June 12, 2023. The CSP reflects the priorities of upmost importance to the community and defines the obligations and commitments of the Township of King to its citizens and to the public. The CSP is aligned with the Townships long-term vision defined in the “Our King” Official Plan. The CSP also aims to ensure that staff initiatives focus on and work towards supporting King’s Vision, Mission and Values.

This report is in alignment with the CSP’s Priority Area(s), and/or associated Objective(s) and/or Key Results(s):



Service
Excellence

Increase data-driven decision making to improve organizational performance.

- Develop and evolve a Corporate Performance Accountability Program by 2026.

The Service Inventory Project represents the first major deliverable and milestone within a larger project of developing and evolving a formal Corporate Performance Accountability Program at King. It is a foundational step towards increasing the Township’s level of transparency and accountability when it comes to operational services by defining what citizens can expect from services. This further supports King's efforts to measure how the Township is doing in meeting those expectations.

CONCLUSION:

Development of the Service Inventory is the first time the municipality intentionally and strategically documented and analyzed its external services. The inventory provides a foundation for measuring service performance, and for undertaking further analyses that help King make evidence based decisions to inform operations, budgets, and business planning initiatives aimed at optimizing the value citizens receive from municipal services.

ATTACHMENTS:

[APPENDIX B - Township of King Departments + Divisional Service Areas and Offerings](#)

[APPENDIX A - Service Inventory - PUBLIC FINAL 09-2023](#)

[APPENDIX C - Service Offering Index \(A-Z\)](#)

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Chief Administrative Officer



Township of King Departments and Divisional Service Areas & Offerings

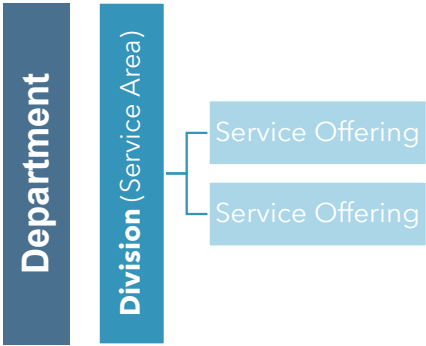
September 2023

Township of King Departments

- Divisions (Service Areas) and Service Offerings are organized according to (8) Departments



- Departments are further broken down into Divisions (Service Areas) and Service Offerings. The structure of each Department is outlined following the below structure throughout this document.



Office of the CAO

The Strategy and Transformation develops and updates the term of Council Corporate Strategic Plan and reports annually on progress in achievement of Council and community priorities. This division subsequently provides direct Council and CAO administrative/liaison support, in addition to general administration and the coordination/management of OCAO led events.

Strategy & Transformation

Strategic Planning

Corporate Performance
Management

Mayor and Council
Support & Events



Corporate Services

The Corporate Services Department provides a range of services that ensure compliance with legislative requirements, support Township corporate initiatives and address community needs. These services range from the provision of Council and governance support, development and delivery of corporate communications, administration of the ServiceKING customer center, human resource management and, legal and legislative services including permitting and reporting.

Clerk's

Council, Governance
Support and Elections

Legislative Services &
Legal

Permits, Licenses and
Programs

Communications and ServiceKING

Communications and
Public Engagement

ServiceKING



Public Works

The Public Works department is responsible for the operation and maintenance of the Township's owned transportation infrastructure, including roadways, water distribution, wastewater collection, stormwater collection and treatment systems. The department manages infrastructure projects related to the systems it operates and maintains. The department also administers subdivision agreements, plans for, and manages Township physical assets, and provides direct public services via permitting, consents and locates



Finance

The Finance Department is responsible for handling all financial affairs of the municipality on behalf of and in the manner directed by Council. The Department's service responsibilities include: coordinate, produce and monitor the operating and capital budgets, collect all money that is due and payable to the municipality and issuing receipts for those payments; depositing all money received on behalf of the municipality in a financial institution that has been designated by the municipality; maintain accurate records and accounts of the financial affairs of the municipality; provide Council with such information with respect to the financial affairs of the municipality as it requires or requests.

Revenue and Taxation

Revenue and
Taxation

Budget and Financial
Reporting

Budgets and
Financial Reporting



Fire and Emergency Services

King Fire & Emergency Services provides Fire & Life Safety Education, Fire Prevention / Investigation Services, Fire Suppression, Medical Aid Response, and Specialized Rescue Services.

Fire and Rescue Operations

Rescue Operations

Prevention and Investigations

Inspections and Investigations

Administration

Administrative Services

Risk and Resilience

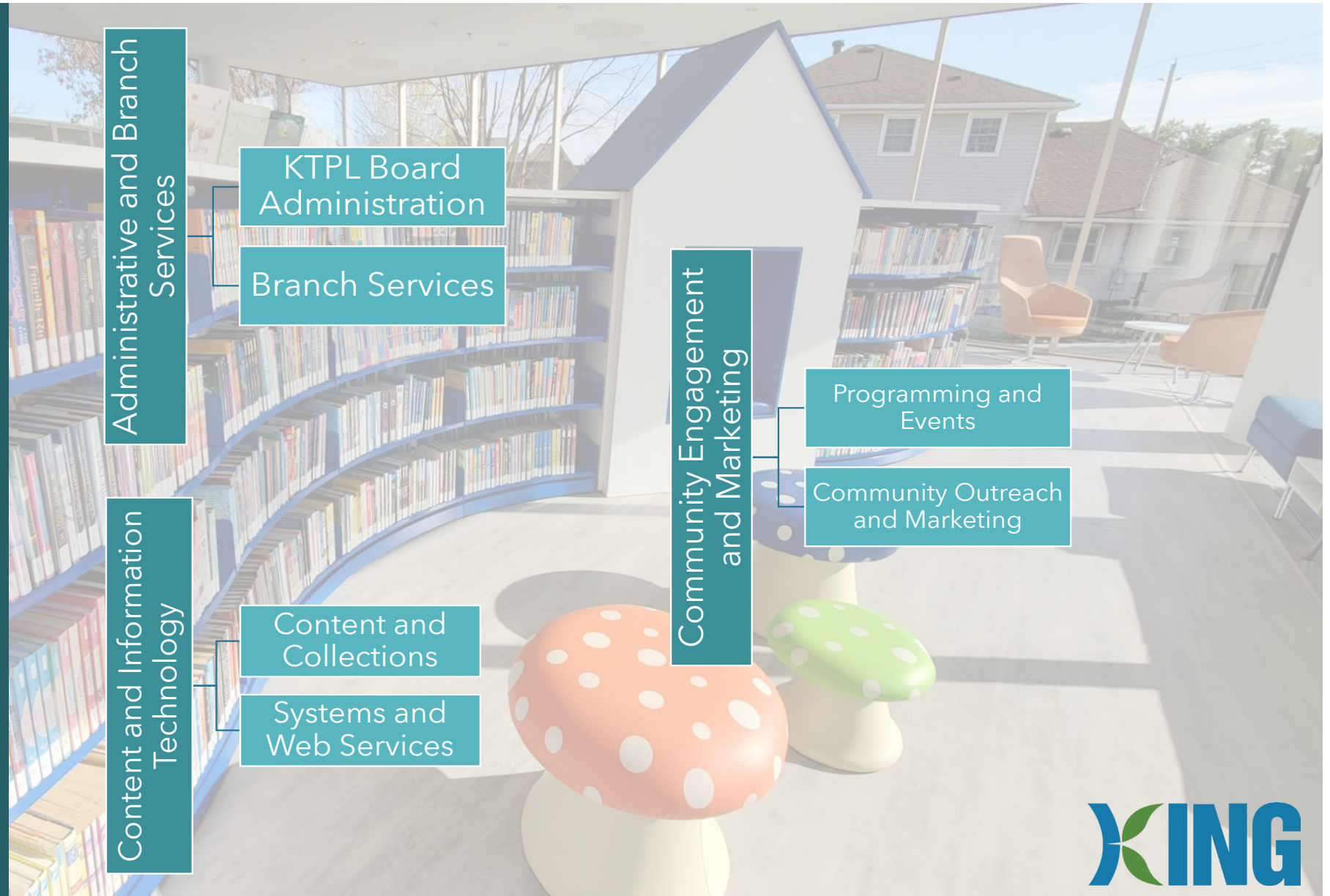
Emergency Management

Life Safety and Education



King Township Public Library (KTPL)

King Township Public Library (KTPL) is a multi-branch system that offers universal access to both traditional and progressive programs and services, both in person and online, as well as a contemporary, innovative multi-format collection. The wide variety of content, services, programs, and outreach initiatives offer access to information, community spaces and entertainment for people of all ages. Access also includes connecting to the Internet through public workstations, tablets, and laptops, as well as wireless services to support personal electronic devices, but also through available staff-led guidance. The Library is very engaged in the King community, as exemplified by our numerous partnerships, community relationships and presence at a variety of community events. We strive to achieve the highest level of customer service excellence and are committed to ensuring the Library remains relevant and responsive to community needs.



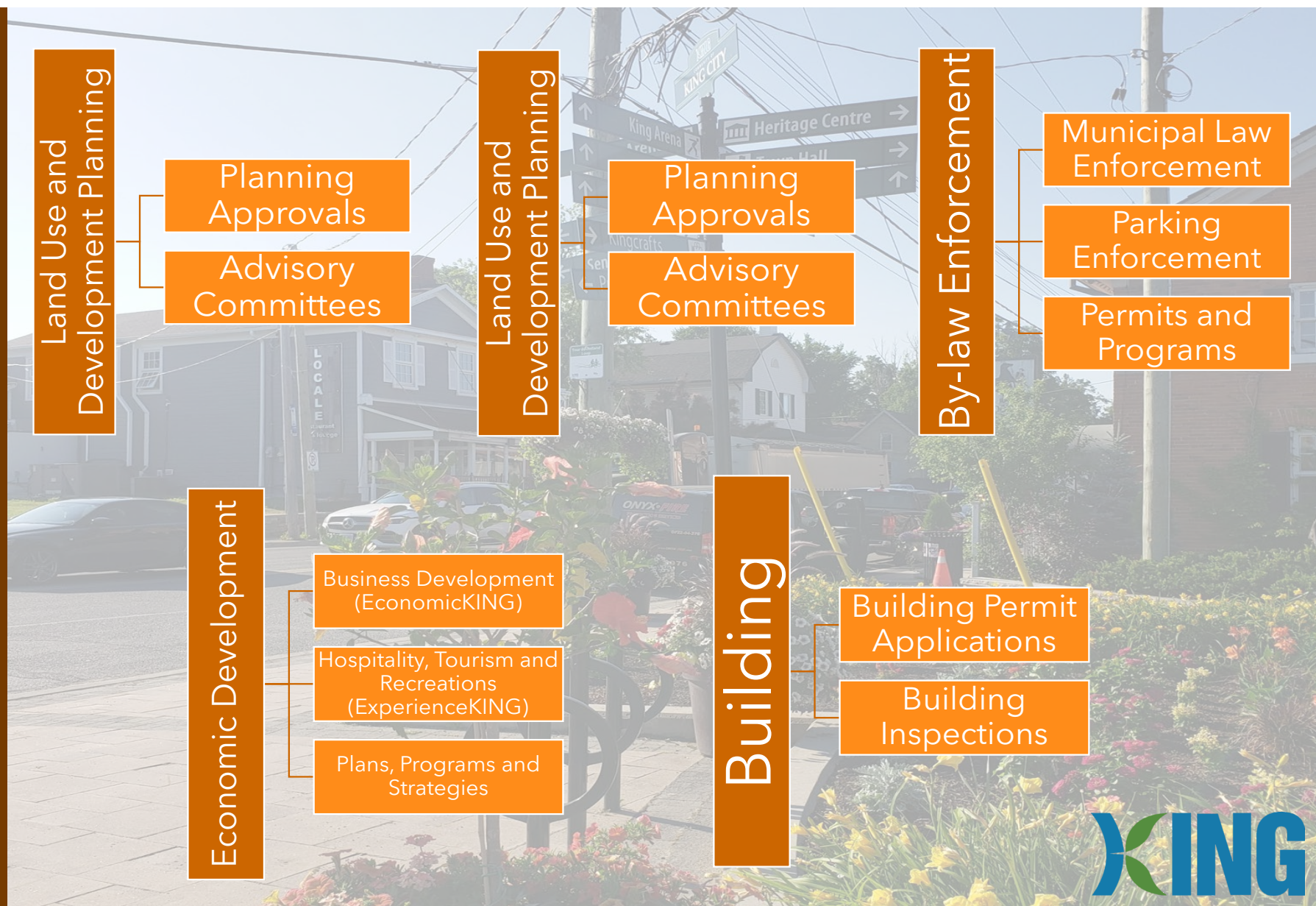
Community Services

The Township of King's Community Services Department's central business is community recreation. We offer a variety of programs and services for residents of all ages and abilities (infant to senior). Our programs include sports, arts and culture, aquatics, summer camps, infant/toddler development, environmental discovery, workshops, and fitness. The Community Services Department also manages and maintains a variety of recreational facilities and outdoor spaces for residents to enjoy - which include parks, trails, playgrounds, a fitness center, conservation areas, an outdoor pool, basketball courts, arenas, King Heritage and Cultural Centre and community centers with ice pads. The department leads capital projects and programs for non-linear assets (parks and facilities).



Growth Management Services

The Growth Management Services Department (GMS) consists of Building, By-law Enforcement, Economic Development and Planning Departments. GMS is responsible for many growth-related processes for the Township. Roles and responsibilities include such things as business attraction, expansion, support, and retention (Economic Development), through to development review and approvals (Planning), issuance of building permits (Building), to monitoring compliance of buildings and activities with Municipal by-laws to ensure compliance and maintain a safe/comfortable community (By-law Enforcement). Many of these activities are directly related to each other so a comprehensive, synergistic approach to process development activity in an efficient manner is an important underlying basis for the activities of the Department.



CORPORATE **SERVICE** INVENTORY



SEPTEMBER 2023

Prepared by
***Strategy and Transformation
Division***

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1. LEGEND		
Service Offering	Service Type	Service Level / Standard Source
Mandatory The municipality has a statutory obligation to provide the service.	Core Direct services integral to the Township's statutory municipal obligations. Service level adjustments are unlikely.	Provincial - The service level or associated standards are informed by provincial legislation and/or regulations.
Essential The service is essential to business continuity and, the delivery of mandatory service offerings and core services.		Council Approved The service level or associated standards are informed by a Council approved by-law, corporate policy, or directive.
Discretionary The municipality is not mandated to provide the service but may be Council directed or service traditionally provided.	Ancillary Direct services that are important for the Township to achieve its desired outcomes and priorities to meet citizen needs. Service level adjustments may be considered, respecting any legislative requirements in place.	Administrative The service level or associated standards are informed by the administration.



2. OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER (CAO)

Service Description

The Chief Administrative Officer (CAO) provides corporate leadership in overall management of the Township's Senior Leadership Team. The CAO reviews and approves all recommendations made to Council and Committees of Council and guides corporate strategic planning. The Office of the CAO is responsible for ensuring that Council directives are coordinated between departments and relevant agencies while guiding operations of the organization in alignment with the vision and values of the Township and Council's priorities as identified in the corporate strategic plan.

2.1 Strategy & Transformation

Service Description

The Strategy and Transformation develops and updates the term of Council Corporate Strategic Plan and reports annually on progress in achievement of Council and community priorities. This division subsequently provides direct Council and CAO administrative/liaison support, in addition to general administration and the coordination/management of OCAO led events.

Service Objectives / Outcomes

- Set the direction and remain accountable to our commitments through the development of term of Council Corporate Strategic Plans, which is developed in consultation with Council (informed by the community).
- Respond to Council requests and inquiries in a timely manner, consistent and in compliance with our Customer Service Standards policy.
- Promote and support community culture through the delivery of Mayor-led events that support Township programs, services, and local businesses.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies
	Offering	Type	Name	Level / Standard Source	
	Tax Levy	Discretionary	Essential	Strategic Planning	
	Sponsorships	Discretionary	Ancillary	Corporate Performance Management	
	Grants	Discretionary	Ancillary	Mayor / Council Support and Events	
					<ul style="list-style-type: none">• Council Routine and Non-Routine Requests Policy



SUB-SERVICES			
Name and Description	Service Level	Service Standard	Headline Performance Measures
Strategic Planning & Policies Providing overall leadership and strategic direction related to administration and operation of King. Management of the Term of Council Corporate Strategic Plan.	<ul style="list-style-type: none"> Developing and reporting on the Term of Council Corporate Strategic Plan 	<ul style="list-style-type: none"> Plan Refreshed Every (4) Years Annual Progress Reports – Published in Q2 	How Much <ul style="list-style-type: none"> (#) Council Routine requests received (#) Council Non-Routine requests received How Well <ul style="list-style-type: none"> (%) of strategic and operational performance reports published by standard time (%) of Council Routine Requests responded to within standard Better Off <ul style="list-style-type: none"> Overall Satisfaction Level with Municipal Services
Corporate Performance Management Foster organizational culture that consistently demonstrates the right values and ensure Township services are delivered efficiently and effectively to ultimately providing taxpayers with the best value for their money.	<ul style="list-style-type: none"> Service Inventory Management Headline Performance Measure (HPM) updates and reporting Community Report 	<ul style="list-style-type: none"> Annual Service Inventory update Annual update of Service Inventory and reporting on HPMs Community Report published every (4) years 	
Mayor / Council Support and Events Providing direct support to the Mayor and Council, while also providing liaison services between Council and the administration. Coordinating and managing Mayor and Council hosted events that engage various community stakeholders and build relationships across the community, while also raising funds for Township programs.	<ul style="list-style-type: none"> Responding, triaging, researching, and resolving Council routine and non-routine requests/complaints and/or inquiries across all internal departments and divisions. Council Portal (Internal Only) Planning, coordination, and execution of (5) Township corporate events: <ul style="list-style-type: none"> Pancake Breakfast Business Breakfast Volunteer Appreciation Mayor's Golf Tournament Inaugural Ceremony 	<ul style="list-style-type: none"> Routine Requests: Acknowledgement/Resolution within (2) Business Days Non-Routine: Acknowledgment within (2) Business Days + Estimated Follow Up/Resolution Time Council Portal Updates – Reactive Pancake Breakfast (Q1) Business Breakfast (Q2) Volunteer Appreciation (Q2) Mayors Golf Tournament (Q3) Inaugural Ceremony – Every (4) Years in Q4 	



3. CORPORATE SERVICES

Service Description
The Corporate Services Department provides a range of services that ensure compliance with legislative requirements, support Township corporate initiatives and address community needs. These services range from the provision of Council and governance support, development and delivery of corporate communications, administration of the ServiceKING customer center, human resource management and, legal and legislative services including permitting and reporting.

3.1 Clerk's Office

Service Description
The Clerk's Division is responsible for coordinating and supporting various statutory responsibilities provided by the <i>Municipal Act</i> and many other pieces of provincial legislation. Key responsibilities of the Clerks Division include preparing and circulating material for all Council, Committee and Public Planning Meetings; providing records and information management services for the corporation and to the public; managing notice provisions related to public meetings and in response to other legislative requirements; maintaining and ensuring communication of corporate business and information to staff, Council and public inquiries. , administering a variety of licenses and permits; and, overseeing the corporation's accountability and transparency framework.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Assemble and publish Council agenda to the public in accordance with the procedural bylaw Issue permits and licenses in accordance with the standards and terms established by Council Promote and enhance accountability and transparency in the Township

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies	
Tax Levy User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 Municipal Freedom of Information Act, 2001 Planning Act, 1990 Municipal Elections Act, 1996 Conflict of Interest Act, 1990 Drainage Act, 1990 Ontario Heritage Act, 1990 Funeral, Burial and Cremation Services Act, 2002 Accessibility for Ontarians with Disability Act, 2005 <ul style="list-style-type: none"> O.Reg.429/07 Accessibility Standards for Customer Service 	<ul style="list-style-type: none"> Noise By-law Pet License By-law Animal Control By-law Signs By-law Road Occupancy By-law Property Standards By-law Recruitment and Appointments Policy Grants to Community Organizations Policy Use of Corporate Resources During Elections Policy Procedural By-law Kennel and Doggie Day Care By-law Large Scale Events on Private Property By-law
	Mandatory	Core	Council, Governance Support and Elections	Provincial		
	Mandatory	Core	Legislative Services and Legal	Provincial		
	Discretionary	Ancillary	Permits, Licenses and Programs	Council Approved / Administrative		



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Council, Governance Support and Elections Legislated provision of services to Council, Committees, Boards, the Corporation, and the public by way of non-partisan functional support to Council and governance matters, governance policy development, management of elections operations, management of agendas, minutes, by-laws, webcasting, publications, website updates.	<ul style="list-style-type: none"> • (7) Elected Members of Council (Mayor and (6) Ward Councilors) • Bi-weekly Council Meetings (summer break in July and August) • Monthly Public Planning Meetings • Term of Council Elections Every (4) Years 	<ul style="list-style-type: none"> • Agendas published (2) business days prior to Council and Public Planning meetings • Minutes adopted at subsequent Council or Public Planning meeting and published within the next (2) business day 	How Much <ul style="list-style-type: none"> • (#) of Council and Public Planning Meetings hosted • (#) of Regulatory requests received • (#) of Public Planning circulations • (#) of permits, licenses and exemptions processed • (#) of marriage ceremonies
Legislative Services & Legal Leading records and information management services for the corporation and to the public promoting open government and informational stewardship. Management of legislative requirements on public meetings and other statutory reporting; management of accessibility planning and reporting. Development and review of Township policies and procedures.	<ul style="list-style-type: none"> • Formal Complaints • Freedom of Information Requests • Public Planning Notices in newspaper and Township website • Other Notices (i.e., EA Study, Construction) advertised in local newspaper • Multi-Year Accessibility Plan 	<ul style="list-style-type: none"> • Formal Complaint acknowledged within (3) business days from receipt of complaint; investigation and response letter within (30) business days • FOI acknowledgement in (3) business days and processed within (30) days or wherever extension properly applied • Public Planning Notices advertised (20) days before the public meeting • Other Notices advertised for (14) days in advance of commencement • Multi-year Accessibility Plan updated every (5) years 	How Well / Better Off <ul style="list-style-type: none"> • (%) of Council and Public Planning agendas published in accordance with the Procedural By-law • (%) of Council and Public Planning meeting minutes requiring no changes • (%) of Regulatory requests in compliance with legislated timeframes • (%) of public planning notices issued within legislated timeframes • (%) of permits, licenses and requests processed within defined standard
Permits, Licensing and Programs Provision of a variety of licenses and permits for the community. Provide ceremonial and official event services and deliver provincially delegated services.	<ul style="list-style-type: none"> • Commissioner of Oath by appointment; optional walk-in subject to commissioner on-site availability • Marriage Licenses by appointment only • Marriage Ceremonies offered on Friday's only • Application intake and processing for: <ul style="list-style-type: none"> ○ Kennel and Doggie Day Care (includes Animal Services inspection) ○ Film Permit ○ Noise Exemption ○ Road Occupancy Permit ○ Cat/Dog Tags - Pet License (Renewed Annually) ○ Lottery License ○ Emergency Address Sign ○ Municipal Consent for Liquor Sales License • Nobleton Cemetery plot purchases (by appointment only) • Community Grants awarded annually 	<ul style="list-style-type: none"> • Service level standards applicable to complete applications • Kennel and Doggie Day Care License Renewal by April 30th (annually) • Pet Licenses <ul style="list-style-type: none"> ○ Service animals are exempt ○ New tags (i.e., new pets) mailed within (4) weeks of request (good for lifetime of pet(s)) ○ Annual license renewal required • Film Permits, Noise Exemption and Lottery Licenses and Municipal Consents require application submissions minimum (30) days in advance of scheduled date • Road Occupancy permits require application submission minimum (60) days in advance of schedule date • Emergency Address sign orders completed within (45) days (orders placed monthly) • Annual Nobleton Cemetery reporting 	



3.2 Communications and ServiceKING

Service Description
The Communications Division develops, delivers and co-ordinates a full range of communications strategies and services to all departments in order to present information effectively to the Township's internal and external stakeholders. ServiceKING is a centralized customer service division providing internal and external services for business, residents, customers, and the public. This division provides front line service, accepting and processing various payments, processing registrations, and responding to inquiries and service requests at a level that exceeds customer service expectations.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Creating alignment between Communications and Engagements and the corporate strategic plan • Provide relevant and timely information to the community about service and programs available through the township of King • Amplify the messages of our government and community partners • Deliver high-quality responsive customer service to those who live, work, and do business in King

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Customer Service Standards Policy
	Discretionary	Ancillary	Communications and Public Engagement	Administrative	
	Essential	Core	ServiceKING	Council-Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Communications and Public Engagement Provision of communications and public engagement regarding information about Township business activities, new initiatives, projects/programs and general or targeted updates/alerts. Responsible for the SpeaKING System Administration. Provision and coordination of communications relating to the corporate direction, initiatives, and informational updates significant to the general public.	<ul style="list-style-type: none"> • Emergency / Service Alerts (Website) • Corporate Twitter, Facebook content management • LinkedIn co-content management • SpeaKING co-content management • King Bulletin E-Newsletter • Weekly King Sentinel presence • Media Releases as needed 	<ul style="list-style-type: none"> • Min. (1) social media post per day of Township content • King E-Bulletin published monthly • (2) dedicated Township King Weekly Sentinel pages 	How Much <ul style="list-style-type: none"> • (#) of media releases • (#) of social media posts • (#) of webpage postings • (#) of CRM cases created by ServiceKING • (#) of ServiceKING community interactions / type How Well <ul style="list-style-type: none"> • (%) of media releases that get other media pickup • (#) of social media post reach (FB & Twitter)



ServiceKING Provides seamless integrated access to Township services through the phone, email, main reception center (KTMC) and online. Provides leadership on citizen service aspects of the corporate strategy and client experience initiatives. First point of contact to triage citizen payments, inquiries, correspondence, complaints.	<ul style="list-style-type: none">• Management of main Township phone line / calls (905-833-5321) available 24/7• Management of main Township email account / messages (serviceking@king.ca) available 24/7• Management of ServiceKING Online Customer Centre and Online Services available 24/7• In-Person ServiceKING Counter services at the King Township Municipal Centre is available Monday – Friday 8:30am – 4:30pm	<ul style="list-style-type: none">• Voicemails, emails, and online requests acknowledged within (2) business days with expected follow up time provided at time of acknowledgement	<ul style="list-style-type: none">• (#) of social media likes (FB & Twitter)• (#) of social media followers (FB & Twitter)• (#) of social media reposts (FB & Twitter)• (#) of website page views• (#) of SpeaKING engagements• (#) of King Bulletin subscribers• King Bulletin Open Rate• Average King Bulletin click-through rate• (%) of ServiceKING inquiries and complaints responded to within standard (2 business days)
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4. PUBLIC WORKS

Service Description
The Public Works department is responsible for the operation and maintenance of the Township's owned transportation infrastructure, including roadways, water distribution, wastewater collection, stormwater collection and treatment systems. The department manages infrastructure projects related to the systems it operates and maintains. The department also administers subdivision agreements, plans for, and manages Township physical assets, and provides direct public services via permitting, consents and locates.

4.1 Asset Management and Programs

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Strategic Asset Management Policy Tangible Capital Assets Policy Infrastructure for Jobs and Prosperity Act, 2015
Development Charges	Core	Mandatory	Asset Management and Programs	Provincial Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Asset Management & Programs Implementation and overall management of the Asset Management Program and Plan (and associated Policies). This sub-division also maintains tangible capital asset inventory for all municipal infrastructure and inventory of accurate assessments, records asset conditions and life cycle status. Asset management also provides engineering analysis and undertakes studies related to lifecycle needs for new and existing infrastructure.	<ul style="list-style-type: none"> Maintenance of Township assets inventory and related condition assessments / life cycle statuses Planning (including analyses and studies), prioritization, and justification of linear and non-linear assets for capital project delivery <ul style="list-style-type: none"> Asset Management Plan Asset Management Policy 	<ul style="list-style-type: none"> Asset Management Plan & Policy updated every (5) years 	TBD



4.2 Capital Services (Transportation and Environmental Infrastructure)

Service Description
The Capital Engineering Division provides the planning, design, approval, and execution of Township initiated capital projects related to municipal transportation and environmental infrastructure. The division intakes, reviews and issues Municipal Consent and Road Occupancy permit applications. The division also completes intake and dispatch for Utility Locate requests and is responsible for the management of Township service contracts including streetlight maintenance and inter-municipal road maintenance agreements. The division also looks after all Traffic Calming planning and annual installations, in addition to processing resident petitions.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Plan for and deliver capital programs and projects that construct Township transportation and environmental infrastructure to accommodate growth and state of good repair. Capital projects are executed according to forecasted spending and schedules. Process all permit and consent applications, within a timely manner and ensure compliance with Township by-laws and policies. Ensure streetlight assets are in a state of good repair and actively respond to complaints and inquiries within MMS. Sidewalk inspection, maintenance and repair completed annually in accordance with MMS

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy Development Charges User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Ontario Underground Infrastructure Notification System Act, 2012 Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 239/02 O.Reg. 366/18 Planning Act, 1990 <ul style="list-style-type: none"> O.Reg. 197/96 Environmental Assessment Act, 1990 Conservation Authorities Act, 1990 Traffic By-law Road Occupancy By-law Township Design and Drawings Standards
	Discretionary	Ancillary	Permitting and Requests	Council Approved	
	Mandatory	Core	Utility Maintenance	Provincial	
	Essential	Core	Capital Programs and Projects	Council Approved	
	Mandatory	Core	Sidewalk Maintenance	Provincial	
	Essential	Core	Master Planning and Strategies	Council Approved / Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Permitting and Requests Respond to requests and manage drawing reproductions road occupancy permits, and requests for traffic calming.	<ul style="list-style-type: none"> Road Occupancy Permit Drawing Reproductions Traffic Calming Program <ul style="list-style-type: none"> Coordinating annual implementation of approved measures Intake of requests and notification of decisions 	<ul style="list-style-type: none"> Service standards applicable to complete applications Application and requests processed within (10) business days 	How Much <ul style="list-style-type: none"> (#) of permits, municipal consents and requests received (#) of streetlight service requests

		<ul style="list-style-type: none"> Approved traffic calming measures installed within (1) year (Requested before fall deadline) 	<ul style="list-style-type: none"> (#) of locate stakeouts (emergency vs. non-emergency) (#) of projects valued over \$100K (#) of projects valued under \$100K
Utility Management Coordination and management of Township streetlight infrastructure. Review of illumination and electrical aspects of streetlights to ensure replacement and renewals are aligned to lifecycles. Intake and process municipal consents for work in ROW. Response to Locate requests to stakeout municipal streetlighting.	<ul style="list-style-type: none"> (2560) Township owned streetlights maintained (24/7) in-take of Locate requests, immediate response to emergencies Municipal Consents 	<ul style="list-style-type: none"> Emergency Locates staked out within (2) hours Standard Locates staked out within (5) days Streetlight (Luminaires) repair and inspection standards outlined in MMS s.10 Complete Municipal Consent applications within (10) business days 	How Well / Better Off <ul style="list-style-type: none"> (%) of permits, consents and requests processed within (10) business days (%) of streetlight repairs completed within 14 days days (MMS) Forecasted cost vs. actuals spent (\$) across all projects (%) of programs and projects on schedule compared to forecast (%) of up-to-date Master Plans
Capital Programs and Projects (Transportation and Environmental Infrastructure) Management and oversight of the planning, design and construction management of capital projects required to preserve or improve municipal transportation and environmental assets. Provision of inspections to ensure all works conform to design standards and comply with contractor SOW and T&C's.	<ul style="list-style-type: none"> Annual Capital Projects and Programs Projects and Programs Environmental Assessment Act compliant Public communication (via web, mail, or public meeting) provided for all projects Project progress and construction updates posted to Township website (king.ca/majorprojects) Construction Notices advertisement in local paper and/or physical mail Project Manager point of contact established to address resident concerns or questions Construction inspections 	<ul style="list-style-type: none"> Environmental Assessment Standards Guide EA Public Notice Communication in Local Newspaper <ul style="list-style-type: none"> Commencement Notice – (2) Notices in (2) Separate Paper Issues Opportunity to Comment on Project Description – Circulation to Internal and External Agencies Opportunity to Comment on Draft Environmental Impact Statement Guidelines – Circulation to Internal and External Agencies Public engagements advertised a minimum of (10) business days prior to the event Construction Notice advertised minimum (10) business days prior to commencement Site inspections completed once per week, per site Major Projects website page updated monthly 	
Sidewalk Maintenance Coordination and management of Township sidewalk repair program. Reviews and identifies damaged sidewalk to ensure repair and/or replacement are in a state of good repair.	<ul style="list-style-type: none"> 77.47KM of sidewalk maintained Review and assessment of resident reported sidewalk deficiencies Annual inspection of all Township sidewalks Annual Management and administration of Sidewalk Repair contract, including public notifications, and follow up inspections 	<ul style="list-style-type: none"> Annual inspections of all Township sidewalks Sidewalk repair and inspection standards outlined in MMS s.16 	
Master Planning and Strategies Develop Master Plans, multi-year plans and strategies, in consultation with the community, to guide decision	<ul style="list-style-type: none"> DC Background Study Water/Wastewater Rate & Study Guide Master plans and strategies: <ul style="list-style-type: none"> Transportation Master Plan Water/Wastewater Master Plan 	<ul style="list-style-type: none"> DC Study – (5) years W/WW Rate Study – (5) years Master Plans reviewed and updated every (5) years Strategies updated every (2) years 	



making on Township owned assets and infrastructure.	<ul style="list-style-type: none">○ Stormwater Management Master Plan○ Active Transportation Strategy○ Paving Strategy○ Traffic Calming Strategy○ Bridges & Structures Inspections• Public engagements for all master plans and strategy initiatives (virtual and/or in-person)	<ul style="list-style-type: none">• Minimum of (2) public engagement events, dedicated SpeakKING webpage and Council working session per new plan or update.• All public engagements advertised a minimum of (10) business days prior to the event	
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4.4 Development Engineering Services

Service Description
The Development Engineering Division undertakes engineering review and approval of infrastructure provided through planning approvals/applications, completes the preparation and administration of Subdivision Agreements (and manages the construction phase of Site Plan Agreements). The division deals with intake, review and issuance of Site Alteration, Pool, Entrance, Hard Landscaping Exemption and Half Load permits, as well as investigation of drainage/grading concerns and work with By-law for compliance where necessary.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Ensure Township development infrastructure design and construction compliance with Township Design Criteria and Standards and municipal by-laws. • Provide timely, collaborative, transparent and consistent communications with customers (developers) that enables them to move through the development process seamlessly and meet their defined timelines and expected outcomes. • Clearly communicate permit application requirements to ensure complete applications submitted. Process complete applications within defined service standards. • Assist property owners to achieve by-law compliant grading and drainage.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
Tax Levy Development Charges User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Environmental Protection Act, 1990 • Conservation Authorities Act, 1990 • Site Alteration By-law • Road Occupancy By-law • Fence By-law • Waste By-law • Township Design and Drawings Standards • Ontario Water Resources Act, 1990 • Safe Drinking Water Act, 2002 	<ul style="list-style-type: none"> ○ DWQMS Standards • Clean Water Act, 2006 • Drainage Act, 1990 • Sustainable Water and Sewage Systems Act, 2002 • Water and Wastewater Rates By-law • Sewer Use By-law • Water By-law • Waste Management Act, 1992 • Waste Diversion Act, 2002
	Discretionary	Ancillary	Design and Construction Management	Council-Approved		
	Discretionary	Ancillary	Permitting and Programs	Council Approved		
	Discretionary	Ancillary	Drainage Inspections	Administrative		
	Discretionary	Ancillary	Mosquito Control Program	Council Approved		

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Administrative and Construction Management Administration of land development agreements, ensuring construction conforms to	<ul style="list-style-type: none"> • Subdivision Agreements • Monitoring, oversight, and inspections on all development related construction projects • Requests for final inspection for Maintenance Period from developer only (once as-built drawings submitted) 	<ul style="list-style-type: none"> • Pre-Construction meetings held minimum of (2) weeks in advance of construction commencement • (2) year Maintenance Period prior to municipal assumption 	How Much <ul style="list-style-type: none"> • (#) of permit applications received vs. (#) permits issued • (#) of permit inspections completed



Township design standards, policies, and guidelines. Management of development related construction works including regular monitoring, site inspections, and regular reviews of unassumed subdivisions until the point of assumption by the Township.	<ul style="list-style-type: none"> • Deficiency identifications and notification to developer for rectification • Final inspection to Assumption completed upon receipt of revised As-Built drawings with rectified deficiencies • Letter of Credit reduction and release processing • Assumption of subdivision approval requests to Council and by-law registrations 	<ul style="list-style-type: none"> • LC reduction processed within (15) business days from approval to move into Maintenance Period • LC Release processed within (5) business days of assumption 	<ul style="list-style-type: none"> • (#) of drainage inspections completed • (#) of CRM cases triaged / type • (#) of developments in each stage at year end <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of permit applications processed within time standards • (#) of drainage inspections completed within standard time • (%) of drainage inspections requiring by-law involvement • (%) of permit inspections resulting in Minor Variance
Permits and Programs Processing, issuance, and management of various development related permits in compliance with Township by-laws and provincial legislation.	<ul style="list-style-type: none"> • Intake, processing, and management of the following: <ul style="list-style-type: none"> ○ Pool Permits ○ Site Alteration Permits (Minor and Major) ○ Entrance (Curb Cuts and Culverts) Permits ○ Half Load Permits ○ Hard Landscaping Exemption Permits • Coordination and scheduling of curb-cut and culvert installations associated with Entrance Permits + follow up inspections 	<ul style="list-style-type: none"> • Service level standards for permitting applicable to complete applications • Pool applications processed within (5) business days • Minor Site Alteration applications processed within (3) weeks • Major Site Alteration applications processed within (5) weeks • Entrance applications for curb-cuts & culverts processed within (1) week with an additional (4) weeks for construction completion <ul style="list-style-type: none"> ○ Construction season from May - October • Half Load permit applications issued within (10) business days 	
Drainage Inspections Respond and investigate drainage complaints on public and private property.	<ul style="list-style-type: none"> • Respond and investigate drainage complaints on public and private property to determine source of cause • Educate residents on drainage issues caused by infractions with municipal by-laws or as a result of new construction on their private property. 	<ul style="list-style-type: none"> • Upon request for inspection, a site investigation takes place within (3) weeks with follow up action and timelines determined based on context of investigation. 	
Mosquito Control Program Management of the Township's mosquito control program	<ul style="list-style-type: none"> • Planning, administration, and delivery of Mosquito control program in Pottageville only • Aerial spray of larvae over impact areas 	<ul style="list-style-type: none"> • Annual spraying delivered in Q2 • Notice of program implementation via newspaper and social media 	



4.5 Transportation Services

Service Description
The Transportation Division maintains the Township's roads, bridges, culverts, sidewalks, roadway ditches, street lighting and road signs. Completes Summer Road Maintenance including annual street sweeping, and sidewalk inspections road asphalt patching, sidewalk repairs. It is also responsible for Winter Road Maintenance including plowing, sanding, and salting of Township roads, in addition to ditch maintenance, and gravel road maintenance. The division delivers the Senior Snow Removal Program.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Maintain and operate roadways and associated infrastructure to ensure the transportation network is available throughout the community in a manner that preserves health and safety, prevents negative environmental impacts, and provides for a sustainable growing economy. • Ensure all Township-owned transportation assets stay within a good state of repair for safe, effective, and efficient use. • Remain in compliance with all provincially regulated Minimum Maintenance Standards (MMS). • Address and resolve customer complaints and/or inquiries within MMS or administrative standards.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Highway Traffic Act, 1990 • Municipal Act, 2001 <ul style="list-style-type: none"> ◦ O.Reg.239/02 ◦ O.Reg.366/18 • Snow Removal By-law • Clean Yards By-law • Property Standards By-law • Sign By-law • Parking By-law • Road Occupancy and Closure By-law
	Mandatory	Core	General Operations	Provincial	
	Mandatory	Core	Winter Maintenance	Provincial	
	Mandatory	Core	Summer Maintenance	Provincial	
	Discretionary	Ancillary	Senior Snow Program	Discretionary	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measure
General Operations General operation of roadways, bridges, sidewalks, ditches, road culverts (excluding drainage infrastructure), bike lanes, and public works depot.	<ul style="list-style-type: none"> • Year-round operations • 329KM of road maintained <ul style="list-style-type: none"> ◦ Class 1 Roads – 0KM ◦ Class 2 Roads – 0KM ◦ Class 3 Roads – 435m ◦ Class 4 Roads – 45.85KM ◦ Class 5 Roads – 280.15KM ◦ Class 6 Roads – 2.05KM • Patrol and repairs relating to: <ul style="list-style-type: none"> ◦ Potholes ◦ Shoulder Drop-Offs 	<ul style="list-style-type: none"> • Minimum Maintenance Standards <ul style="list-style-type: none"> ◦ Patrol (s.3) (including weather) ◦ Potholes (s.6) ◦ Shoulder drop offs (s.7) ◦ Cracks (s.8) ◦ Debris (s.9) ◦ Signs (s.11) ◦ Regulatory or warning signs (s.12) ◦ Traffic control signal systems (s.13) ◦ Traffic control signal sub-systems (s.14) ◦ Bridge or deck spalls (s.15) 	How Much <ul style="list-style-type: none"> • (#) of CRM cases triaged / type • (#) of senior snow removal (SSR) properties How Well / Better Off <ul style="list-style-type: none"> • (%) of pothole repairs meeting MMS (14 days)

	<ul style="list-style-type: none"> ○ Signage ○ Grading ○ Hazards ○ Debris and roadkill ○ Catch-basins ○ Ditches ○ Road line visibility ○ Grading (roads and shoulders) ○ Sidewalks (including condition, cracks, hazards) ○ Guiderail/post damage ● 24/7 emergency response 	<ul style="list-style-type: none"> ○ Roadway (and sidewalk) surface discontinuities (s.16) 	<ul style="list-style-type: none"> ● (%) of SSR properties completed within service level standard ● (%) of roads and sidewalks cleared to MMS ● (%) of total Township operated roads street swept within service level standard (end of Q2) ● (%) of gravel roads with dust suppressant applied within service level standard
Summer Maintenance Seasonal summer operations including street-sweeping, and sod repairs.	<ul style="list-style-type: none"> ● Seasonal operations (Q2, Q3) ● Annual gravel road dust suppressant application ● Annual street sweeping ● Completion of culvert replacements ● Catch-basin cleaning ● Annual pavement markings (paintings) ● 24/7 emergency response 	<ul style="list-style-type: none"> ● Street sweeping and dust suppressant applied on gravel roads scheduled in Q2 ● Catch-basin cleaning completed annually (rotation of urban areas) <ul style="list-style-type: none"> ○ Schomberg – every (3) years ○ King City – every (3) years ○ Nobleton – every (3) years ● Notification of one-time annual maintenance activities via Newspaper, Social Media 	
Winter Maintenance Seasonal winter maintenance operations including roads and sidewalk plowing, sand and salt application, and snow removal from culverts (where there is no boulevard storage).	<ul style="list-style-type: none"> ● Seasonal operations (Q4, Q1, Q2) ● Snow clearing and winter treatment maintenance on Township roads and sidewalks ● Sand / Salt mix is (50/50) on paved roads and (90/10) on gravel roads ● Culvert steaming as required ● 24/7 emergency response 	<ul style="list-style-type: none"> ● Minimum Maintenance Standards <ul style="list-style-type: none"> ○ Snow Accumulation (s.4); including significant weather events ○ Ice Formation and Icy Roadways (s.5) ○ Roadway (and sidewalk) surface discontinuities (s.16) 	
Senior Snow Program Delivery of the senior snow removal programs (driveway windrow) for senior residents.	<ul style="list-style-type: none"> ● Delivery of windrow clearing (only after 10cm of consecutive snowfall); open to households where all residents are over the age of 65, or under the age of 65 with a doctor's note showing proof of inability ● Capacity of ~90-100 participants (first come first serve basis) 	<ul style="list-style-type: none"> ● Application form required for new program participants; existing participants must call annually to re-register for the following only. ● Clearing completed within (24) hours <u>after</u> completion of snow clearing on roads and sidewalks <ul style="list-style-type: none"> ○ Significant Weather Events will delay regular standard 	



4.6 Environmental Services

Service Description
The Environmental Services Division operates and maintains all aspects and infrastructure of Township owned water distribution, wastewater collection, and stormwater systems. The division also oversees the Township's Waste Management collection contracts and decommissioned landfills. Solid waste contract management includes Township waste management planning and coordination amongst N6 partners. The division attends service requests and 24/7 emergency scenarios in a timely manner to ensure public safety and protection of the natural environment.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Ensure our water and wastewater systems are properly operated and maintained in compliance with all regulatory parameters intended to protect public health and safety, and our natural environment. Provide exceptional customer service at a level that meets or exceeds Township customer service standards.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Ontario Water Resources Act, 1990 <ul style="list-style-type: none"> O. Reg. 903, 1990 Safe Drinking Water Act, 2002 <ul style="list-style-type: none"> DWQMS Standards O.Reg. 169/03 O.Reg. 170/03 O.Reg. 129/04 O. Reg. 128/04 Applicable ECA's Occupational Health and Safety Act, 1990 Health Protection & Promotion Act <ul style="list-style-type: none"> O.Reg. 319/08 	<ul style="list-style-type: none"> Water and Wastewater Rates By-law Sewer Use By-law Water By-law Waste Management Act, 1992 Waste Diversion Act, 2002 Clean Water Act, 2006 Drainage Act, 1990 Sustainable Water and Sewage Systems Act, 2002
Tax Levy	Mandatory	Core	Water Operations and Maintenance	Provincial		
	Mandatory	Core	Wastewater Operation and Maintenance	Provincial		
	Mandatory	Core	Stormwater Operation and Maintenance	Provincial		
	Mandatory	Core	Waste Management	Provincial		
	Mandatory	Core	Decommissioned Landfill Management	Provincial		

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures (HPMs)
Water Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of all Township owned and operated drinking water treatment, and linear assets including four water distribution systems and associated infrastructure.	<ul style="list-style-type: none"> Greater than 143 km of watermain operation, repair, and maintenance (3) Large residential systems <ul style="list-style-type: none"> King City Nobleton Schomberg (1) Small residential system <ul style="list-style-type: none"> Ansnorveldt 	<ul style="list-style-type: none"> DWQMS standards Regulatory standards for systems: <ul style="list-style-type: none"> Weekly, quarterly, and annual samples for lab analysis Weekly inspections Chlorine residuals Schomberg nitrate monitoring System license renewals Operator licensing and training 	How Much <ul style="list-style-type: none"> (#) of discolored water complaints (#) of high consumption inquiries and complaints triaged (#) of locate stakeouts Tonnage of all waste materials collected

	<ul style="list-style-type: none"> • (2) Well-sites; inclusive of residual and functional inspections, testing and lab analysis <ul style="list-style-type: none"> ○ Cold Creek ○ Pottageville Lions Hall • Annual watermain flushing <ul style="list-style-type: none"> ○ King City • Semi-annual watermain flushing <ul style="list-style-type: none"> ○ Nobleton ○ Schomberg ○ Ansnorveldt • Watermain swabbing – reactive only • Annual water quality audits and MECP inspections • (800) Hydrant operation, maintenance, and winterization • System valve operation x3 / year • DWQMS License management and maintenance • Response and stakeout of water locate requests • 24/7 Emergency response • Intake, response and/or attendance to water requests and complaints relating to: <ul style="list-style-type: none"> ○ Consumption ○ Quality ○ Water Meter deliveries and repairs • Complaint / request appointments scheduled first come, first serve (Monday – Friday 8:00am – 3:00pm) 	<ul style="list-style-type: none"> ○ Annual MECP inspections ○ Annual DWQMS audit <ul style="list-style-type: none"> ▪ Bi-annual document submissions ▪ Tri-annual in-person interviews • Notification of maintenance activities via newspaper, social media, and physical notices • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	How Well / Better Off <ul style="list-style-type: none"> • (%) of locates meeting legislated standards • (#) of water meters with no-read errors • (#) of water customer portal users • (#) of users on the Recycle Coach application • # of solid waste complaints received per capita
Wastewater Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of Township owned and operated linear and discrete assets including sanitary sewer collection systems sewage pumping stations, grinder pumps and associated infrastructure.	<ul style="list-style-type: none"> • Over 99 km of sanitary sewer mains, service laterals and maintenance access chambers • Management and maintenance of (8) sewage pumping stations • Ownership, maintenance, and repair of fourteen grinder pumps on private property • Response and stakeout of sewer locate requests • (24/7) Emergency response • Intake, response and/or attendance to wastewater requests and complaints relating to: <ul style="list-style-type: none"> ○ Odor ○ Back Ups 	<ul style="list-style-type: none"> • x3 weekly inspections and maintenance at pumping stations • Monthly standby emergency power diesel equipment testing and inspection • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	
Stormwater Management Planning for and managing stormwater systems that mitigate and control the impacts of man-made changes to the	<ul style="list-style-type: none"> • Management of (20) wet ponds and (4) dry ponds and related linear infrastructure • 1500 Culverts • 2,200 Catch basins • 13 Oil Grit Separators 	<ul style="list-style-type: none"> • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	



runoff and other components of the hydrologic cycle.	<ul style="list-style-type: none"> • 100km of Storm Sewer • 350km of roadside drainage ditches • (24/7) Emergency response which may include lateral inspections, maintenance, and repairs • Response and stakeout of stormwater locate requests 		
Waste Management Management of the Township's waste collection and diversion program. Creation and support of waste related initiatives in coordination with Community Services. Contract administration, customer service, promotion and education on waste management, collections, and diversion in coordination and collaboration with Community Services and Service King.	<ul style="list-style-type: none"> • Collection of residential garbage, blue bin, green bin, and seasonal yard waste (excluding industrial , commercial, and institutional facilities) • Two free bags per household • Additional tagged bags for a fee up to a maximum of five. • Tagged bulky item and appliance collection scheduled by homeowners with Township contractor. • Hazardous/biomedical, car parts and/or construction waste excluded 	<ul style="list-style-type: none"> • Blue and green bin collected weekly • Garbage collected bi-weekly • Yard waste collected bi-weekly from November to April only • Contractual obligation to collect items placed curbside by 7:00am on scheduled pickup day. 	
Decommissioned Landfill Management Maintenance of decommissioned waste disposal facilities no longer accepting waste for disposal.	<ul style="list-style-type: none"> • Management of all regulatory and remaining operational concerns surrounding (2) decommissioned landfill sites • MECP liaison 	<ul style="list-style-type: none"> • Environmental Compliance Approval 	



5. FINANCE

Service Description
The Finance Department is responsible for handling all of the financial affairs of the municipality on behalf of and in the manner directed by Council. The Department's roles and responsibilities include: coordinate, produce and monitor the operating and capital budgets, collect all money that is due and payable to the municipality and issuing receipts for those payments; depositing all money received on behalf of the municipality in a financial institution that has been designated by the municipality; paying all debts of the municipality and other expenditures that have been authorized by the municipality; maintain accurate records and accounts of the financial affairs of the municipality; provide Council with such information with respect to the financial affairs of the municipality as it requires or requests; and ensures investments of the municipality are made in compliance with the regulations made under section 418 of the <i>Municipal Act</i> .

5.1 Revenue and Taxation

Service Description
Responsible for billing, collection and account administration relating to property tax and water & wastewater accounts, insurance claims administration and risk management. This division also oversees the Development Charge Study and tracking of all credits and collections from developers.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Provide tax and utility billings to property owners / tenants within prescribed standard timeframes. • Maintain accounts receivable at an appropriate level and work to minimize municipal properties that have moved into arrears. • Provide exceptional customer service to taxpayers to ensure their inquiries and needs are addressed in a timely manner. • Be fiscally responsible in the management and determination of water and wastewater rates to ensure full cost recovery for service and proper asset management planning. • Promote the use of the PAD Program to enable a more seamless process for customers payments.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Municipal Act, 2001 • Public Sector Accounting Board Standards • Canada Revenue Agency Act, 1999 • Municipal Act, 2001 • Tax By-law • Development Charges By-law • W/WW Rate By-law • Fees and Charges By-law
	Mandatory	Core	Revenue and Taxation	Provincial Council Approved	



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Revenue and Taxation Provision of Township billings, collection and account administration relating to property tax and water & wastewater accounts. Provide controls and oversight of cash handling functions and processing within the Township. Responsible for the development and oversight of fiscal strategy studies and plans.	<ul style="list-style-type: none"> • Management and updating of the Development Charges By-law every (5) years • Annual rate review for Water/Wastewater and completion of rate study every (5) years • Property Tax and Utility billings • Pre-Authorized Debit Program • Payment arrangements available for tax arrears only including tax financing of 1.25% interest per month and utility billing split payments • Back charges for current MPAC assessments (up to (2) years or re-build homes) • Issuance of tax certificates (sold properties); rush requests available for a fee 	<ul style="list-style-type: none"> • MPAC Assessments completed every (4) years • Tax Billings: <ul style="list-style-type: none"> ○ (2) tax notices per year with two installments on each notice ○ Interim tax notice mailed in January with installments due in February and April ○ Final tax notice mailed in June with installments due in July and September ○ 1.25% interest applied on first of each month if not paid by due date on unpaid balance ○ Arrears letters mailed tri-annually (January + first + second installments) ○ Two years in arrears triggers and investigation, payment plan and mortgage search initiation ○ January 1st in second year of arrears initiates a tax registration process ○ Supplementary tax information received (7) times per year and sent out (6) times per year • Utility Billings <ul style="list-style-type: none"> ○ Meter readings completed at the end of March, June, September, and December ○ Bills mailed out in January, April, July, and October ○ Due dates mid-February, mid-May, mid-August, and mid-November ○ One-time late fee of 10% - after (1) year of unpaid bills results in levy against taxes ○ Acceptance and processing of tenant water/sewer payment applications; require homeowner authorization • Tax PAD Plans <ul style="list-style-type: none"> ○ 1st Notice – Mailed in January (Payment Schedule and Amount for First (5) Months) ○ 2nd Notice – Mailed in July (Payment Schedule and Revised Payment Amount for Last (5) Months) ○ Enrollment Deadlines <ul style="list-style-type: none"> ▪ June 1st – Mid Year Cycle Enrollment ▪ December 1st – New Year Cycle Enrollment 	How Much <ul style="list-style-type: none"> • (#) of tax bills issued • (#) of utility bills issued How Well / Better Off <ul style="list-style-type: none"> • (%) of tax bills issued with arrears letter (non-PAD) • (#) of water customer portal users • (#) of water meters with “no-read” errors



		<ul style="list-style-type: none">▪ Supplementary Bill Payments Excluded▪ PAD Application Processing – (5) Business Days from Receipt of Application• Utility PAD Plans<ul style="list-style-type: none">○ Enrollment Deadlines<ul style="list-style-type: none">▪ Registration Accepted for Next Scheduled Due Date▪ Email Confirmation of Registration○ PAD Application Processing – (5) Business Days from Receipt of Application○ Dishonored Payments<ul style="list-style-type: none">▪ Service Fee Applies + Removal from PAD Program• Tax certificate requests within (2) business days prior to closing; rush requests accommodated within (24hrs)	
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5.2 Budget and Financial Reporting

Service Description
Responsible for the coordination and preparation of operating and capital budgets, accounts payable and receivable, banking, investments and audit arrangements and the preparation of internal and statutory financial reporting requirements. In addition, this branch is also responsible for ensuring that the corporation is managing its fiduciary duty in compliance with generally accepted accounting principles/standards.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Develop fiscally responsible and transparent budgets that is informed by public feedback and approved by Council. Advise and educate the public of how tax dollars are being spent, budgetary impacts on tax rates and existing/new municipal services funded through the budgeting process. Successfully complete statutory annual audits that result in Audit Committee approval and, submit all financial statements and the Financial Information Report (FIR) within prescribed timelines showcasing clear audit opinions.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 Public Sector Accounting Board Standards Canada Revenue Agency Act, 1999 Tax By-law 2023-094
	Mandatory	Core	Budget and Financial Reporting	Provincial Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Budget and Financial Reporting Coordination of corporate budget preparation and analysis, debt, and reserve management. Responsible for ensuring the Township is managing its fiduciary duty in compliance with accepted accounting principles and standards. Responsible for the coordination and preparation of accounts payable and receivable, banking, investments, audit arrangements and the preparation of internal and statutory financial reporting requirements.	<ul style="list-style-type: none"> Accounts payable management including invoice processing and payments for Township expenditures Issuance of refunds and security deposit holdings <ul style="list-style-type: none"> Deposits from property owners can pay into arrears by request Accounts receivable management including payment collection and processing; outstanding resident payments added levied against taxes Planning, coordination, and management of the annual budget processing for operational and capital budgets inclusive of public engagements <ul style="list-style-type: none"> (10) year capital plan (4) year rolling budget Completion of statutory reporting and facilitation of annual auditing 	<ul style="list-style-type: none"> Township payment terms is (30) days Budget public engagement W/WW Rates reviewed and presented annually Fees and Charges reviewed and presented annually Budget approval by Council in Q4 Provincial Financial Information Reporting (FIR) completed by May 31st of each year 	How Much <ul style="list-style-type: none"> (#) of annual budget engagements / type (#) of payments processed / type (online vs. in-person) How Well / Better Off <ul style="list-style-type: none"> (%) of Reserve to asset replacement value (%) of total payments made online



6. FIRE AND EMERGENCY SERVICES

Service Description
King Fire & Emergency Services provides Fire & Life Safety Education, Fire Prevention / Investigation Services, Fire Suppression, Medical Aid Response, and Specialized Rescue Services.

6.1 Fire and Rescue Operations

Service Description
This Division provides an all-hazard emergency response function for King's residents, visitors, and businesses with protection against loss of life, property, and the environment from the effects of fires, accidents, illnesses, and other hazards. This Division is ultimately responsible for the third line of defense, Emergency Response.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Reduce fire related incidents through education and proactive code enforcement. • Respond to fire related incidents in a timely manner to make an effective difference in maintaining life, health, and safety. • Stabilize situations in a timely fashion safely and reduce human risks for victims and rescuers.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
	Offering	Type	Name	Level / Standard Source		
Tax Levy User Fees	Mandatory	Core	Rescue and Operations	Provincial	<ul style="list-style-type: none"> • Fire Protection and Prevention Act, 1997 (FPPA) • Ontario Fire Code (OFC) • Ontario Building Code (OBC) • Ontario Regulation 380-04 under the Emergency Management and Civil Protection Act • Occupational Health and Safety Act, 1990 • Section 21 Committee • Provincial Offences Act • Municipal Act, 2001 • Highway Traffic Act (HTA) 	<ul style="list-style-type: none"> • Workplace Safety and Insurance Act • Presumptive Legislation • Municipal Freedom of Information and Protection of Privacy Act • Establishing and Regulating By-law (2019-56) • Criminal Code/ Coroners Act • National Fire Protection Association (NFPA) Standards • Municipal Policies and Procedures • Fire Department Policies and Procedures



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Rescue and Operations Responsible for the third line of defense, Emergency Response, and provide pre-hospital medical care (defibrillation, standard first aid, CPR, symptom relief).	<ul style="list-style-type: none"> Protection for an area of 333 sq. kms and a population of 28,000 residents Serviced by three (3) Firehouses and a compliment of one hundred and fifty (150) dedicated volunteer firefighters. Fire suppression services delivered in both an Offensive and Defensive mode, including search and rescue operations, forcible entry, ventilation, protecting exposures, salvage, and overhaul as appropriate. Offensive and Defensive modes of delivery (Strategies) include: <ul style="list-style-type: none"> Rescue Ops Forcible Entry Ventilation Protection from Exposure Salvage and Overhaul Emergency pre-hospital medical care will be provided such as defibrillation, standard first aid, CPR, symptom relief, at the Emergency First Responder level. Specialized Rescue capabilities include the following: vehicle rescue, trench rescue at the Awareness Level, rope rescue, ice/water rescue and hazardous material response up to the Operations Level and large animal rescue. 	<ul style="list-style-type: none"> NFPA Standards: <ul style="list-style-type: none"> 1670 1006 1720 1001 1002 1021 1041 1072 1142 1407 FUS - Uninterrupted supply of water at a minimum of 400gpm for (120) minutes (Commercial) FUS - Uninterrupted supply of water at a minimum of 200gpm for (120) minutes (Residential) 	How Much <ul style="list-style-type: none"> (#) of emergency responses / type (#) residential fire alarm responses vs. (#) of commercial fire alarm responses How Well / Better Off <ul style="list-style-type: none"> (#) of fires by source location (#) of residential structure fire responses in compliance with NFPA timelines / type (urban, suburban, rural, remote)



6.2 Prevention and Investigation

Service Description
The Fire Prevention & Public Education Division is responsible for providing fire inspection services of occupancies within King Township arising from complaint, request and retrofit while following a proactive routine inspection cycle. This division is responsible for compliance and enforcement in accordance with the FPPA and Ontario Fire Code and for Fire Investigations including origin and cause.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Complete proactive (planned) and reactive (complaint-based) inspections on municipal properties to ensure compliance with the Ontario Fire Code within NFPA prescribes timelines as outlined in the Fire Master Plan. • Maintain high levels of customer service when responding to community complaints in a timely and efficient manner. • Investigate fire-related incidents and in-house fires to identify origins and cause to prevent future incidents from occurring.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
Tax Levy	Offering	Type	Name	Level / Standard Source		
	Mandatory	Core	Inspections and Investigations	Provincial	<ul style="list-style-type: none"> • Workplace Safety and Insurance Act • Presumptive Legislation • Municipal Freedom of Information and Protection of Privacy Act • Establishing and Regulating By-law (2019-56) • Criminal Code/ Coroners Act • National Fire Protection Association (NFPA) Standards • Municipal Policies and Procedures • Fire Department Policies and Procedures 	<ul style="list-style-type: none"> • Fire Protection and Prevention Act, 1997 (FPPA) • Ontario Fire Code (OFC) • Ontario Building Code (OBC) • Ontario Regulation 380-04 under the Emergency Management and Civil Protection Act • Occupational Health and Safety Act, 1990 • Section 21 Committee • Provincial Offences Act • Municipal Act, 2001



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Inspections and Investigations Provision and management of fire prevention and investigations initiatives/operations to reduce the threat to life and property due to the adverse effects of fire. Compliance and enforcement management in accordance with the FPPA and Ontario Fire Code and for Fire Investigations including origin and cause.	<ul style="list-style-type: none"> • 24/7 intake of burning complaints • Quarterly inspections per year per school • Annual business inspections <ul style="list-style-type: none"> ◦ Commercial and industrial – quarterly inspections • Occupancy fire safety inspections • Investigations completed after every fire incident or in response to complaints 	<ul style="list-style-type: none"> • Emergency burning complaints responded to within (1) hour • Investigations completed within (2) business days of an incident or complaint • Statutory reporting on incident origin and cause 	How Much <ul style="list-style-type: none"> • (#) of inspections completed • (#) of investigations completed How Well / Better Off <ul style="list-style-type: none"> • (#) Hrs. spent on investigations by type



6.3 Administration

Service Description
Responsible for the administration of the Fire Department and the effective management of all Fire Protection Services within the Township of King including the prevention, control and extinguishment of fires, the protection of life and property and the management of emergencies. Further responsible for the care and protection of all property belonging to the Fire Department and the provision of necessary facilities, apparatus, equipment, materials, services, and supplies. Accurate records and reports of all fires, rescues and emergencies responded to by the Fire Department and personnel files are managed within this division as well as the Health and Safety Program.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Issue permits in compliance with applicable municipal by-laws relating to fireworks and burning. Provide the public with access to permits where they are readily accessible and maintain user-friendly processes that have the appropriate checks and balances in place that ensure permits are within permitted zones within King.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
Tax Levy User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Workplace Safety and Insurance Act Presumptive Legislation Municipal Freedom of Information and Protection of Privacy Act Establishing and Regulating By-law (2019-56) Criminal Code/ Coroners Act National Fire Protection Association (NFPA) Standards Municipal Policies and Procedures Fire Department Policies and Procedures 	<ul style="list-style-type: none"> Fire Protection and Prevention Act, 1997 (FPPA) Ontario Fire Code (OFC) Ontario Building Code (OBC) Ontario Regulation 380-04 under the Emergency Management and Civil Protection Act Occupational Health and Safety Act, 1990 Section 21 Committee Provincial Offences Act Municipal Act, 2001
	Mandatory	Ancillary	Administration	Provincial Administrative		

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Administration Administration and effective management of all Fire Protection services, issuance of burn and sale of fireworks permits, and responsible for the care and	<ul style="list-style-type: none"> Burn and Sale of Fireworks Permits Annual (1) month Emergency Preparedness Campaign including promotional content via all Township communication outlets, SpeakKING digital engagements and FES demonstrations Management and coordination of volunteer recruitment, onboarding, and training 	<ul style="list-style-type: none"> NFPA Standards <ul style="list-style-type: none"> 1006 Sale of Fireworks permits allowed (7) days in advance of Victoria Day, Canada Day, Diwali. Burn Permit applications for new applicants processed within (2) business days 	How Much <ul style="list-style-type: none"> (#) of burn and fireworks permit applications received (#) of FES CRM cases triaged How Well / Better Off



protection of facilities, equipment, materials, services, and supplies.	<ul style="list-style-type: none">• Management of Fire Underwriters Superior Tanker Shuttle Service (STSS)	<ul style="list-style-type: none">• Burn Permit applications for recurrent applicants processed within (1) business days• 20 recruitments (volunteer FFs) per year; recruitment initiates in October with training commencement the following January• Fire Underwriters Survey portal entry updates as required, annual reaccreditation• Superior Tanker Shuttle Service Accreditation re-certification every (5) years	<ul style="list-style-type: none">• (%) of rejected burn / firework permit applications due to non-compliance
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6.4 Risk and Resilience

Service Description
The ultimate purpose of Emergency Management is to save lives, preserve the environment and protect property and the economy. In order to protect the residents, businesses, infrastructure and environmentally sensitive and protected lands of King Township, a unique Emergency Management Program has been designed that is based on the four Emergency Management components: Prevention / Mitigation, Preparedness, Response and Recovery and includes many proactive and diverse program elements.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Proactively plan and develop measures that address inherent risks identified within the hazard identification and risk assessment, and ensure risks are measured and graded according to likelihood and impact. Educate and support the community (residents, businesses, tenants, schools etc.) on emergency planning and situational management to be prepared when responding to various types of emergencies. Educate property and business owners on measures they can take to prevent fires and reduce the risk to life, health, and safety. Collaborate with local businesses and institutions in developing business continuity plans that aid in their response to emergency situations and allow them to resume functionality as efficient and safe as possible.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Ontario Regulation 380-04 under the Emergency Management and Civil Protection Act Municipal Freedom of Information and Protection of Privacy Act Establishing and Regulating By-law (2019-56) Municipal Act, 2001 Municipal Policies and Procedures Procurement Bylaw Municipal Emergency Plan – June 2020
	Mandatory	Core	Emergency Management	Provincial Council Approved	
	Discretionary	Ancillary	Life Safety and Education	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Emergency Management Management of public safety through enhanced risk understanding and proactive emergency preparedness planning. Implements and continuously improves corporate and community emergency management and Township business continuity to ensure delivery of critical and essential	<ul style="list-style-type: none"> Development and implementation of the (5) year Emergency Plan Administration of the Township's Emergency Management Program <ul style="list-style-type: none"> Centralized Emergency Operations Centre (EOC), coordination and training Emergency Management Team (internal) has the authority to initiate an EOC at any time Hazard Identification Risk Assessment (HIRA) ongoing throughout the year 	<ul style="list-style-type: none"> Emergency Plan reviewed annually (updated as needed upon review) Emergency Management Program <ul style="list-style-type: none"> Annual hazard identification risk assessment (HIRA) review with York Region and N6 partners Annual statutory reporting Annual review and update of Business Continuity Plan 	How Much <ul style="list-style-type: none"> (#) of homes visited for the smoke alarm campaign program (#) of education opportunities by type of opportunity How Well / Better Off <ul style="list-style-type: none"> (%) of homes visited for smoke alarm campaign program in compliance vs. (%) non-compliant



municipal services in times of an emergency.	<ul style="list-style-type: none">○ Emergency Management Team responses dictated by Emergency Activation Levels○ Mutual Aid agreement within York Region – aid provided at the discretion of Chief / Deputy (Township service levels must be maintained in order to provide aid)• (2) standby-generators installed at the following facilities (managed by Facilities):<ul style="list-style-type: none">○ Trisan Centre○ King City Fire Hall		
Life and Safety Education Delivery of public education events and programs to promote fire and life safety practices, and fire prevention.	<ul style="list-style-type: none">• All Hazards Recognition Trailer for residents and children at Township events and public education programs• Fire extinguisher training program offered by request only• Smoke Alarms and Carbon Monoxide Alarm Installations – per request OR as identified via Township-wide home visit campaigns• Annual (ongoing) Door to Door Smoke Alarm Program• Year-round 911 Sign Program includes Township wide canvassing for sign erection / condition• Bi-annual Community Preparedness Presentations	<ul style="list-style-type: none">• (1-3) fire truck visits per elementary school / year• Community Preparedness presentations given in May during Emergency Preparedness week and in October during Fire Prevention Week	



7. KING TOWNSHIP PUBLIC LIBRARY

Service Description
King Township Public Library (KTPL) is a multi-branch system that offers universal access to both traditional and progressive programs and services, both in person and online, as well as a contemporary, innovative multi-format collection. The wide variety of content, services, programs, and outreach initiatives offer access to information, community spaces and entertainment for people of all ages. Access also includes connecting to the Internet through public workstations, tablets, and laptops, as well as wireless services to support personal electronic devices, but also through available staff-led guidance. The Library is very engaged in the King community, as exemplified by our numerous partnerships, community relationships and presence at a variety of community events. We strive to achieve the highest level of customer service excellence and are committed to ensuring the Library remains relevant and responsive to community needs.

7.1 Administration and Branch Services

Service Description
This division is responsible for meeting the Board's strategic direction through the provision of frontline public service, focusing on reference, reader's advisory and circulation. Staff also assist patrons with book selection, online resources, computer use, mobile printing, tablet and personal devices, access to the Internet and branch Wi-Fi, etc. The division also supports the Board's business needs and administrative functions and connects with Township partners to represent the Library within municipal strategic and leadership initiatives as well as to ensure the upkeep and smooth operation of all the branches.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Hold at least 7 Board meetings annually (per PLA) with quorum • Foster a welcoming, helpful friendly environment that <ul style="list-style-type: none"> ◦ Maintains 90%+ community satisfaction scores ◦ Attracts and retains active cardholders • Attracts and retains in-branch visitors

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax levy User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Public Libraries Act, 1990 • Municipal Act, 2001
	Essential	Core	KTPL Board Administration	Provincial Board Approved	
	Essential	Core	Branch Services	Provincial Board Approved	



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
KTPL Board Administration Legislated provision of services to the KTPL Board and the public by way of functional support to the Board and governance matters, policy development, administrative management of Board operations, management of agendas, minutes, and website updates.	<ul style="list-style-type: none"> (7) KTPL Board members appointed by the Township, inclusive of (2) members of Council A minimum of (7) Board meetings per year per PLA 2019, c. 14, Sched. 12, s. 2. https://www.kinglibrary.ca/about-ktpl/library-board/board-meeting-schedule 	<ul style="list-style-type: none"> KTPL Board meeting agenda published (2) business days prior to the meeting; minutes adopted at the subsequent Board meeting and published within (2) business days from adoption. 	How Much <ul style="list-style-type: none"> (#) in person branch visits (#) of card holders/members How Well/Better Off <ul style="list-style-type: none"> % of survey respondents satisfied with KTPL service (Strat Plan survey/consultation 4 years)
Branch Services Provision and management of all KTPL Branch locations, including front-line public service, focusing on reference, reader advisory and circulations. Planning and provision of library locations, upkeep, and operations of the physical branches, ensuring adequate collection, gathering and quiet spaces that are in a safe, clean, comfortable environment.	<ul style="list-style-type: none"> Maintain and manage (4) physical service branches King City – (53) hrs./wk. Nobleton – (46) hrs./wk. Schomberg – (46) hrs./wk. Ansnerfeldt – 24/7 self-serve holds pickup & returns only, by-appointment in-person services In-person patron assistance includes: <ul style="list-style-type: none"> Information and reference requests Reader advisory on content selection and technology support Library member registration and card issuance (digital and hard copy) Specialized appointment requests Circulation desk inquiries and checkouts Availability of various utilities across the branches including <ul style="list-style-type: none"> Public Wi-Fi Computers and tablets Personal device and telephones Mobile and 3D printing Copying, scanning, and faxing Study spaces and meeting rooms (meeting room rentals available) 	<ul style="list-style-type: none"> No cost for use or external borrowing of material for eligible community members 	



7.2 Community Engagement and Marketing

Service Description
This division supports the Board's goals by developing and delivering programs for all ages, with an emphasis on literacy-based and STEAM (Science, Technology, Engineering, Arts, Math) programming. An additional focus of the division is to create and foster relationships, cultivating partnerships with community groups, educational institutions, and the Region. The division is also responsible for the marketing and promotion of all the Library's programs and services, increasing residents' awareness and raising the Library's profile in the community.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Create and foster relationships with, and among, the community, while cultivating partnerships with external community groups, educational institutions, and other levels of government. • Raise awareness and profile of the KTPL within the community

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	
	Discretionary	Ancillary	Programs and Events	Board Approved	
	Discretionary	Ancillary	Community Outreach and Marketing	Board Approved Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Programming and Events Planning, coordination, and management of KTPL branch and online programming and library-led special events.	<ul style="list-style-type: none"> • (553) Program offerings for all age demographics with an emphasis on STEAM (science, technology, engineering, arts, math) based programming <ul style="list-style-type: none"> ◦ Programs open to residents and non-residents • All ages programming includes: <ul style="list-style-type: none"> ◦ (10) week TD Summer Reading Club ◦ (1) author visit / branch / year ◦ Monthly 'Make It Lab' program • Youth programming (0-12) includes: <ul style="list-style-type: none"> ◦ (3) / (10) week early literacy program per branch ◦ Fall and spring reading and math buddies' sessions ◦ Monthly Dungeons and Dragons gaming sessions ◦ Seasonal programs (various) 	<ul style="list-style-type: none"> • Events promoted and advertised a minimum of (2) weeks in advance via social media, newspaper, website, and E-newsletters 	How Much <ul style="list-style-type: none"> • (#) of programs offered • (#) of Community event attended • (#) of social media engagements How Well /Better Off <ul style="list-style-type: none"> • (#) of program participants



	<ul style="list-style-type: none"> ▪ (25) March break ▪ (125) summer ▪ (18) winter break ○ (1) school visit / school / year ○ (1) daycare visit / daycare / year ○ (15) in-branch passive (self-driven) programs / branch / year • Young adult programming (12-18) includes: <ul style="list-style-type: none"> ○ Red Cross course availability ○ Year-round volunteering (high school students) ○ Fall and spring reading and math buddies' program ○ Monthly Dungeons and Dragons gaming • Adult and senior programs (18+) include: <ul style="list-style-type: none"> ○ Monthly library resources help program ○ Monthly book club ○ Monthly Computer / software lesson classes (1:1 available by request only) ○ Bi-monthly writers group meetings ○ Bi-monthly truth and reconciliation group meetings • Coordination, planning, promotion, and delivery of (40) KTPL events per year 		
Community Outreach and Marketing Management of community outreach via communications to raise awareness of the KTPL profiles in King, including marketing and promotion of KTPL programming and services. Management of KTPL social media outlets and development of digital and physical displays.	<ul style="list-style-type: none"> • KTPL social media account management and content creation • Weekly presence in King Sentinel (Township pages) 	<ul style="list-style-type: none"> • Bi-monthly KTPL newsletter • Monthly (minimum) email subscription blasts 	



7.3 Content and Information Technology

Service Description
This division is responsible for meeting the Board's mandate by selecting, acquiring, and maintaining the Library's collection in both print and digital formats, including databases, eBooks/e-Audiobooks, streaming music, video platforms, etc. The division is also responsible for managing the Integrated Library System (catalogue) and the Library's website, as well as the purchasing and maintenance of all technology and automation related equipment system wide.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Collection, both physical and digital, that reflects community in size, formats, and content Reliable access to current, functioning technology

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	Public Libraries Act, 1990
	Essential	Ancillary	Content and Collections	Provincial Board Approved	
	Essential	Ancillary	Systems and Web Services	Board Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures (HPMs)
Content and Collections Selecting, acquiring, and maintaining the KTPL collection in print and digital form that meets the KTPL Board mandate.	<ul style="list-style-type: none"> 24/7 access to Catalogue 24/7 access to digital platforms, including <ul style="list-style-type: none"> eBooks & eAudiobooks eLearning & databases Streaming music Streaming video eMagazines & newspapers In-branch access to physical collection, including <ul style="list-style-type: none"> Books & audiobooks Movies Magazines & newspapers Video games Out of the Box collection available for borrowing and in-branch use only 	<ul style="list-style-type: none"> Weekly additions to physical collection Monthly additions of new online collection items eBooks & eAudiobooks purchased monthly New collection types introduced annually 	How Much <ul style="list-style-type: none"> (#) of visits to digital branch (website) (#) of borrowed physical items (#) of borrowed digital items How Well/Better Off <ul style="list-style-type: none"> (%) increase YOY of physical collection borrowed from available collections/content (%) increase YOY of digital collection borrowed from available collections/content



I.T Infrastructure, Business Systems and Web Services Management of KTPL core business system (ILS), information technology infrastructure (software/hardware), and the KTPL dedicated website (kinglibrary.ca).	<ul style="list-style-type: none">• (22) public computers; including accessible desktops (all branches)• Color printers (all branches)• (13) lending tablets and computers• (4) self-checkout units• (4) OPAC catalogues• (1) Make-it-Lab with associated 3-D printers, laptops, tables, robots, and other technologies• Wi-fi access (all branches) with parking lot connection• 24/7 KTPL website access	<ul style="list-style-type: none">• Monthly website review and updates• KTPL website landing page banner updates every (3) weeks• Daily receipt of online forms• Inventory plan that ensures equipment current, functioning and relevant	
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8. COMMUNITY SERVICES

Service Description
The Township of King's Community Services Department's core business is community recreation. We offer a variety of programs and services for residents of all ages and abilities (infant to senior). Our programs include sports, arts and culture, aquatics, summer camps, infant/toddler development, environmental discovery, workshops, and fitness. The Community Services Department also manages and maintains a variety of recreational facilities and outdoor spaces for residents to enjoy - which include parks, trails, playgrounds, a fitness center, conservation areas, an outdoor pool, basketball courts, arenas, King Heritage and Cultural Centre and community centers with ice pads. The department leads capital projects and programs for non-linear assets (parks and facilities).

8.1 Heritage and Culture

Service Description
Responsible for the planning and implementation of all department-based cultural experiences. These services are delivered through a variety of mediums including marquee and community events, workshops, exhibits, inclusion services and the operation of the King Heritage & Cultural Centre.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Increase community awareness of the Township's history, support partner organizations, safeguard valuable heritage assets and promote community engagement. • Creating and strengthening community culture through positive engagement, the creation of community connections, promotion of tourism and, bringing new people into the Township through community and marquee events.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Ontario Heritage Act, 1990
User Fees	Discretionary	Ancillary	Heritage and Culture	Provincial	
Sponsorships				Administrative	
Grants	Discretionary	Ancillary	Events and Marketing	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Heritage and Culture Administration, operation, and promotion of the KHCC, King	<ul style="list-style-type: none"> • KHCC / Museum operations (staffed) Tuesday – Saturday 10:00am – 4:00pm 	<ul style="list-style-type: none"> • Artifact maintenance and care Standards for Community Museums in Ontario • Exhibits advertised a minimum of (2) weeks in advance of opening / availability 	How Much <ul style="list-style-type: none"> • (#) of KHCC exhibits / year



<p>Museum and associated exhibits. Planning and management of heritage and culture annual initiatives, events and collection/management of artifacts and exhibits.</p>	<ul style="list-style-type: none"> • Coordination and management of (3) art and (6) heritage exhibits (in person and/or digital) • Heritage exhibits may be short term, long term or pop-up and include: <ul style="list-style-type: none"> ○ Travelling In ○ Travelling Out ○ One-Time • (5) year Heritage and Culture Master Plan 	<ul style="list-style-type: none"> • (5-7) KHCC advertisements and promotions on social media per week • Presence in Township Newspaper pages for events / exhibits • Targeted stakeholder engagement only for H&C Master Plan (in-person only) • Annual reporting to Council and Community on H&C Master Plan progress 	<ul style="list-style-type: none"> • (#) of KHCC educational social media posts • (#) of event-related social media posts / channel <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (#) of KHCC / Museum visitors • (#) of citizens engaged via KHCC (in-person and virtual) • (#) of digital exhibit views • (#) of community partnerships realized with KHCC • (%) of positive KHCC visitor feedback surveys • (#) of tickets sold / ticketed event • (#) of event attendees • Ratio of Resident vs. Non-Resident ticket sales • Total (#) of event-related post clicks and social media impressions
<p>Township Events and Marketing</p> <p>Plans, coordinates, and executes Township-led or partner events including marquee and community events. Includes vendor and sponsor management, coordination with various stakeholder groups, and event marketing / promotion.</p>	<ul style="list-style-type: none"> • (3) Annual marquee events <ul style="list-style-type: none"> ○ <i>*Event TBD to replace Holland Marsh Soup Fest (Fall)</i> ○ King City Beerfest (Summer) ○ Nobleton Victoria Day (Spring) • (1) Bi-annual marquee event <ul style="list-style-type: none"> ○ Mayor's Cultural Gala • (7) Annual minor community events (0-300 people) • (4) Annual major community events (+300 people) 	<ul style="list-style-type: none"> • All events advertised and ticket windows a <i>minimum</i> of (1) month in advance of the event via social media, newspaper, website, Curbex signage and e-newsletters 	



8.2 Recreation and Business Services

Service Description
Responsible for the planning and implementation of all department-based recreation experiences. These services are delivered through various recreational programming for all ages and facilitation of booking recreational / community spaces for use. The main liaison for facility bookings and engagement for programming between residents, community organizations and the department. This division is the departmental lead in policy and grant development.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Contribute to the overall completeness of our community where citizens are engaged in meaningful, accessible recreation experiences that foster individual, community, and environmental well-being. Offer diverse and inclusive opportunities for all community demographics to get active and improve their physical and mental health through participation in recreational programming. Making the booking process as simple and seamless as possible, providing strong customer service while educating residents on how they can apply themselves.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Health Protection and Promotion Act, 1990 User Fee Policy Ice Allocation Policy Outdoor Sports Facility Allocation Policy Alcohol Management Policy Community Group Affiliation Policy
User Fees	Discretionary	Ancillary	Recreational Programs	Administrative	
Sponsorships	Discretionary	Ancillary	Rentals and Bookings	Council Approved	
Grants				Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Recreational Programs Planning, coordination, and overall management of recreational programming (inclusive of the Community Assistance program), including camps, drop-in sessions and/or recurring programs for all ages	<ul style="list-style-type: none"> All programming offerings and specific levels of service published via Community Guide Drop-In and Pre-Registered programs offered year round (3) Camp Sessions offered per year <ul style="list-style-type: none"> March Break Summer Break Winter Break Community Assistance Program (CAP) High Five Accreditation Program (5) year Recreation Master Plan 	<ul style="list-style-type: none"> Registration windows open for a minimum (1) month in advance of program Community Assistance Program (CAP) offered based on assessed need only <ul style="list-style-type: none"> Only available for programs under \$300 High Five Accreditation renewed every (5) years Stakeholder engagement for all Recreation Master Plan via in person consultation <ul style="list-style-type: none"> Public engagements advertised a minimum of (10) business days prior to the event via social media, newspaper, website and dedicated SpeakKING page 	How Much <ul style="list-style-type: none"> (#) of programs offered Total booking and rental hrs. / type (#) of booking and rental applications How Well / Better Off <ul style="list-style-type: none"> (#) of program participants



<p>Rentals and Bookings Coordination of all Township facility bookings and rentals, including user group liaison, terms, conditions, and payment management.</p>	<ul style="list-style-type: none"> • Rental offerings <ul style="list-style-type: none"> ○ One-time (first come, first serve) ○ Short term (first come, first serve) ○ Long term (subject to lease agreement) ○ Equipment Loans & Township staff support • Rental / Booking facilities and spaces include: <ul style="list-style-type: none"> • (3) Community centers and areas <ul style="list-style-type: none"> ○ Dr. William Laceyby Nobleton CC & Arena <ul style="list-style-type: none"> ▪ Community Board Room ▪ Program Room ▪ (1) Ice Pad (Sept – March) ○ King City Lions Areas <ul style="list-style-type: none"> ▪ (2) multi-purpose rooms ▪ (1) ice pad (Sept – March) ○ Trisan Centre (Schomberg) <ul style="list-style-type: none"> ▪ (3) multi-purpose rooms ▪ Curling rink and lounge ▪ Board room ▪ (1) ice pad • (9) Community halls <ul style="list-style-type: none"> ○ (4) in King City ○ (2) in Nobleton ○ (1) in Schomberg ○ (2) in Pottageville • (5) Picnic shelters <ul style="list-style-type: none"> ○ (2) in King City ○ (3) in Nobleton • (1) Outdoor Pool • (2) Indoor Centres at Cold Creek • (1) High Ropes challenge course at Cold Creek • (24) Soccer fields • (8) Baseball diamonds • (6) Tennis courts 	<ul style="list-style-type: none"> • Standards apply to complete applications only • Rental and booking applications processed within (10) business days • Long term agreements span from (2-5) years • Seasonal agreements with User Groups require submission for processing a minimum of (2) months in advance of expected start date 	<ul style="list-style-type: none"> • (%) of prime facility hours booked / type • (%) of booking and rental applications processed within standard • Arena Usage and Advertising Revenue
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8.3 Active Living and Aquatics

Service Description
Improve active living and increase movement for those who live, work, and visit King. Foster communities where active living is part of the culture and opportunities are readily accessible, welcoming, easy to incorporate into everyday life, while being inclusive of individuals of all ages, abilities, and income levels.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Strive to incorporate a diverse range of groups and individuals, including those that are hard to reach or face social or economic barriers, with the aim of providing inclusive active living and aquatics services that are easy to participate in. • Focus on demographics who currently get less movement with the aim of encouraging individuals and groups to get started by incorporating smaller movements more regularly. • Promote active living and aquatics as part of a healthy lifestyle that can be easily incorporated into daily routines and promote the use of Township offered programming and amenities in these areas.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • OPHEA General Safety Standards for Gymnasium Facilities, Equipment and Outdoor Facilities • Health Protection and Promotion Act, 1990 <ul style="list-style-type: none"> ◦ O.Reg 565 Public Pools
Grants Sponsorships Tax Levy	Discretionary	Ancillary	Active Living & Aquatics	Administrative Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Active Living and Aquatics Administration, coordination, and management of active educational programming, Township leagues and tournaments, and the operation of the Fitness Centre and Curling Rink at the Trisan Centre, and the Pool at the new Township Wide Recreation Centre.	<ul style="list-style-type: none"> • Management and operation of (1) fitness center, and associated classes, located in the Trisan Centre (Schomberg): <ul style="list-style-type: none"> ◦ Mon – Thursday (6am – 10pm) ◦ Friday (6am – 8pm) ◦ Weekends (8am – 4pm) • Township Leagues <ul style="list-style-type: none"> ◦ 3:3 Ice Hockey ◦ Ball Hockey ◦ Lacrosse ◦ Wheelchair Basketball • Annual Township-hosted Soccer tournament 	<ul style="list-style-type: none"> • OPHEA General Safety Standards for Gymnasium Facilities, Equipment and Outdoor Facilities • Ice Hockey - (2) days per week (April to June) – Trisan Centre • Ball Hockey - (1) day per week (April to July) – Nobleton Arena + Trisan • Lacrosse - (1) day per week (June to July) – Nobleton Sports Park 	How Much <ul style="list-style-type: none"> • (#) of active fitness memberships • (#) of Township League participants / league How Well / Better Off <ul style="list-style-type: none"> • (%) of Township League participants satisfied with programming



8.4 Environmental Outreach and Sustainability

Service Description
This division is responsible for working with various community groups, partners, conservation agencies and residents to act as stewards of the natural environment in King Township. This division acts as the corporate lead in identifying environmental challenges and opportunities, the reduction of GHG at a corporate and community level and the development of applicable management/action plans.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Plan for and mitigate the effects of climate change on the community, while continuing to offset impacts it has already had through the development, implementation and maintenance of the Township's Climate Action Plan and Corporate Energy Management Plan. Rebuild and sustain the environment through a broader reach of demographics, increased youth engagement, expanded community education, engagement, and programming.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> OPHEA General Safety Standards for Gymnasium Facilities, Equipment and Outdoor Facilities ANSI/ACCT Challenge Course Standards
Grants	Discretionary	Ancillary	Environmental Stewardship and Climate Change	Administrative	
Sponsorships	Discretionary	Ancillary	Outdoor Education and Cold Creek	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Environmental Stewardship and Climate Change Collaboration and coordination with committees, community groups, conservation authorities, residents, and other partners to plan and implement initiatives, programs or events that promote, protect, and sustain our natural environment.	<ul style="list-style-type: none"> Monthly Sustainability Committee (Terms of Reference) SustainableKING grant program (valued at \$20,000) Workshops, events, and programs relating to: <ul style="list-style-type: none"> Waste diversion Natural environments Climate change Sustainability Maintain (2) community gardens in Schomberg and King City, plots available for community purchase Coordination and management the Textile Diversion Program, inclusive of (8) bin locations 	<ul style="list-style-type: none"> Sustainability Committee agendas published (3) days in advance of meeting; minutes adopted at subsequent meeting and published the following day SustainableKING Grant Program eligibility guidelines All environmental stewardship workshops, programs or initiatives advertised a minimum of (10) business days in advance Community garden plot applications processed within (14) business days Stakeholder engagement for all MPs and Strategies 	How Much <ul style="list-style-type: none"> (#) of Cold Creek registered program participants (#) of plantings and invasive species removal (lbs) through environmental stewardship (#) of Township and co-led greening initiatives How Well / Better Off <ul style="list-style-type: none"> Corporate GHG emissions rate

	<ul style="list-style-type: none"> ○ (5) in King City ○ (1) in Nobleton ○ (1) in Schomberg • Compostable food service items available for purchase (discount for Community Groups) • Seasonal Invasive Species Removal Program (April – October) • Development and implementation of the following plans reviewed every (5) years: <ul style="list-style-type: none"> ○ Climate Change Action Plan ○ Corporate Energy Management Plan ○ Integrated Community Sustainability Plan ○ Public or stakeholder engagements for all master plans and strategy initiatives (virtual and/or in-person) • Management of the Bee City certification and Mayor's Monarch Pledge accreditation 	<ul style="list-style-type: none"> ○ Public engagements for Action Plans and Strategies, advertised a minimum of (10) business days prior to the event via social media, newspaper, website, and dedicated SpeakKING page 	
Outdoor Education & Cold Creek Coordination and facilitation of outdoor educational programming including snowshoeing, ice skating and the certified ropes course at Cold Creek Conservation Centre.	<ul style="list-style-type: none"> • Cold Creek Conservation Area Open (7) days per week from 8:30am – 4:30pm • Ropes Course <ul style="list-style-type: none"> ○ Bookings and drop in ○ Drop in available on Saturday's only ○ Winter closure • Snow shoeing and cross-country skiing <ul style="list-style-type: none"> ○ December to March (Weather permitting) • Outdoor rinks (temperatures permitting of (-5 degrees Celsius or lower) including: <ul style="list-style-type: none"> ○ (4) Township rinks in King City, Nobleton and Schomberg ○ (2) Community-Led rinks in King City ○ (1) Township-community partner rink in Schomberg • Development and maintenance of the Cold Creek Master Plan reviewed every (5) years. 	<ul style="list-style-type: none"> • ANSI/ACCT Challenge Course Standards (annual inspections and certification) • Ropes Course booking requests processed within (5) business days • Outdoor rinks flooded every (2) hours when in use and nightly after use • Stakeholder engagement for all Cold Creek Master Plan via in person consultation • Public engagements advertised a minimum of (10) business days prior to the event via social media, newspaper, website and dedicated SpeakKING page 	



8.5 Capital Services (Parks and Facility Infrastructure)

Service Description
The Capital Works division is responsible for the planning, management and oversight of all parks and facilities capital infrastructure projects and programs. This includes the development of Master Plans, multi-year plans and strategies, in consultation with the community, to guide decision making on Township owned assets and infrastructure.
Service Objectives / Outcomes
<ul style="list-style-type: none"> To best meet the needs of Township staff and General public, it is the Capital Service division who will ensure both budget and schedule are managed consistently throughout a project's duration Our division will evaluate, apply, and continuously develop our Project Management strategy on a project-to-project basis to best suit the needs of each project At the conclusion of a project, we will assess and archive our lessons learned to ensure, as a division, that our efficiency is continuously progressing. Capital Service division will be dedicated, flexible, and invested to the Townships strategic goals.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy Development Charges	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conservation Authorities Act, 1990 Township Design and Drawings Standards Accessibility for Ontarians with Disability Act, 2005 Building Code Act, 1992 Fire Protection and Prevention Act, 1997 Heritage Act, 1990 Technical Standards and Safety Act, 2000 Canada Green Building Council Standards
	Essential	Core	Capital Programs and Projects	Council Approved	
	Essential	Core	Capital (Parks and Facilities) Master Planning	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Capital Programs and Projects Management and oversight of the planning, design and construction management of capital projects required to preserve or improve municipal parks and facilities assets. Provision of inspections to ensure all works conform to design standards and comply	<ul style="list-style-type: none"> Environmental Assessments completed on all new development projects (schedules vary based on project) Public engagements for all projects (virtual and/or in-person) SpeakKING page dependent on nature of project or program Project progress and construction updates posted to Township website (king.ca/majorprojects); Construction Notices advertisement in local paper and/or physical mail 	<ul style="list-style-type: none"> EA Public Notice Communication in Local Newspaper <ul style="list-style-type: none"> Commencement Notice – (2) Notices in (2) Separate Paper Issues EA Public Consultation Standards Public engagements advertised a minimum of (10) business days prior to the event Construction Notice advertised minimum (10) business days prior to commencement Monthly website updates (king.ca/majorpprojects) 	How Much <ul style="list-style-type: none"> (#) of active projects by activity, stage, and value How Well / Better Off <ul style="list-style-type: none"> Cost and schedule variance across all projects (forecast to actual)



with contractor scope of work and, terms and conditions.			• (%) of up-to-date Master Plans (Facilities and Parks Infrastructure only)
Master Planning Develop Master Plans, multi-year plans and strategies, in consultation with the community, to guide decision making on Township owned assets and infrastructure.	<ul style="list-style-type: none">• (10) year plans and strategies:<ul style="list-style-type: none">○ Facilities Master Plan○ Parks Master Plan• Public engagements for all master plans and strategy initiatives (virtual and/or in-person)	<ul style="list-style-type: none">• Master Plans reviewed and updated every (5) years• Minimum of (2) public engagement events, dedicated SpeakKING webpage and Council working session per new plan or update.• All public engagements advertised a minimum of (10) business days prior to the event	



8.6 Facilities Operations

Service Description
Responsible for the operation and maintenance of municipal facilities. This includes the provision of arena and recreational facility operations, response to work orders, reactive maintenance, and regular inspections/testing.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Maintain safe, accessible, and user-friendly facility environments for users, customers, and staff Ensure Township facilities remain in a good state of repair for current and future usage by the community. Plan for and invest in preventative facility maintenance and capital works required to maximize facility asset lifecycles.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
Tax Levy User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Accessibility for Ontarians with Disability Act, 2005 Building Code Act, 1992 Community Recreation Centres Act, 1990 Defibrillator and Registration and Public Access Act, 2020 Employment Standards Act, 2000 Fire Protection and Prevention Act, 1997 Health Protection and Promotion Act, 1990 <ul style="list-style-type: none"> O.Reg 562 Food Premises O.Reg 565 Public Pools 	<ul style="list-style-type: none"> Ontario Heritage Act, 1990 Technical Standards and Safety Act, 2000 <ul style="list-style-type: none"> O.Reg. 212/01 Gaseous Fuels O.Reg. 209/01 Elevating Devices O.Reg. 211/01 Propane Storage and Handling O.Reg. 219/01 Operating Engineers Workplace Safety and Insurance Act, 1997 <ul style="list-style-type: none"> O.Reg. 1101 First Aid Requirements
	Mandatory	Core	Operations and Maintenance	Provincial Administrative		

SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Facilities Operations and Maintenance Management of daily operations necessary for the efficient functionality of Township building, systems, and equipment to perform their intended functions and comply with provincial legislation. Coordination and management of scheduled and unscheduled inspections and testing of Township facilities, ensuring the	<ul style="list-style-type: none"> 263,244 Sqft. Township facilities operated and maintained <ul style="list-style-type: none"> (1) King Township Municipal Centre (KTMC) (2) Municipal Work Yards (6) Ice Pads (Indoor and Outdoor) (1) Fitness Centre (1) Outdoor Pool (3) Splashpads (4) Recreational Facilities <ul style="list-style-type: none"> Trisan Centre King City Arena and Community Centre 	<ul style="list-style-type: none"> Urgent Requests <ul style="list-style-type: none"> (1) hr response Priority Requests <ul style="list-style-type: none"> (3) business day response time Routine Requests <ul style="list-style-type: none"> (10) business day response time All requests for service/repair – completion determined by nature of repair or service required Testing and Inspections <ul style="list-style-type: none"> All Facilities 	How Much <ul style="list-style-type: none"> (#) of customer service requests & total hrs. spent (#) of overall facility visitors (#) of inspections and tests completed How Well / Better Off <ul style="list-style-type: none"> (%) of service requests responded to within defined standards (%) of compliance with provincial standards for inspections / testing 	

<p>operability of mechanical equipment. Oversee all alarms/security systems for municipal facilities.</p>	<ul style="list-style-type: none"> ▪ Nobleton Arena and Community Centre ▪ KTMC Gymnasium ○ (5) Community Halls ○ (7) Pump Houses ○ (4) KTPL Locations ○ (1) Seniors Centre ○ (1) Old Seniors Centre ○ (3) Fire Halls ○ (4) Park Washrooms and Shelters ○ (1) Old Holland Marsh District School • Coordination of testing and regular inspections completed on: <ul style="list-style-type: none"> ○ Security/alarm systems ○ Refrigeration systems at arena's ○ HVAC and building automation systems ○ Equipment efficiency ○ Swimming pools and filtration system ○ Fire/safety systems ○ Generators ○ Fitness equipment • Response to service or repair work orders prioritized based on urgency. <ul style="list-style-type: none"> ○ Urgent Requests <ul style="list-style-type: none"> ▪ Require an immediate response due to risk to health and safety, property damage or widespread disruption to facility environment ○ Priority Requests <ul style="list-style-type: none"> ▪ Interference with the use of the facility but does not pose a health and safety risk or cause widespread disruption to facility environment ○ Routine Request <ul style="list-style-type: none"> ▪ Request for minor service or repairs that do not interfere with the use of the facility. • Staffed Facilities (Operators) and Operational Hours <ul style="list-style-type: none"> ○ Trisan Centre (Schomberg) <ul style="list-style-type: none"> ▪ Monday – Thursday Split Hours (6am -1pm & 3pm-9pm) ▪ Friday Split Hours (6am-1pm & 3pm – 7pm) 	<ul style="list-style-type: none"> ▪ Weekly, monthly, and annual testing completed on sprinkler, fire, and life safety systems ▪ Bi-monthly sprinkler signal testing ▪ Bi-annual suppression system inspections ▪ Monthly trades inspections (electrical, plumbing, HVAC etc.) ▪ Bi-monthly comprehensive facility inspections ○ Arenas <ul style="list-style-type: none"> ▪ Refrigeration and ice check every (2) hours during operational hours ▪ Weekly Zamboni inspections ○ Generators <ul style="list-style-type: none"> ▪ Weekly testing on all generators ▪ Annual manufacturer testing ○ Fitness Equipment <ul style="list-style-type: none"> ▪ Weekly inspections on all equipment • Outdoor arena temperatures required for operation: -5°C to -10°C (23°F to 14°F) <ul style="list-style-type: none"> ○ Temperatures to remain consistent (2-3+ days) to build and maintain rink quality 	
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	<ul style="list-style-type: none">▪ Saturday and Sunday (8am – 2pm)○ King City Arena<ul style="list-style-type: none">▪ Monday – Friday (830am – 430pm)▪ Saturday (9am – 2pm)▪ Sunday (Closed)○ Nobleton Arena and Community Centre<ul style="list-style-type: none">▪ Summer Season 7am – 5pm▪ Monday – Friday 7am – 10pm▪ Saturday – Sunday 7am – 6pm• Non-staffed facilities (operators or recreational staff) receive daily check-ins to ensure building maintenance and proper operation		
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8.7 Parks and Forestry Operations

Service Description
Management of general and preventative maintenance and daily operations of parkland, trails, heritage cemeteries, the municipal forestry program and open space within the municipality and associated amenities. The division also is the lead in delivering the crossing guard program across King.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Maintain community health and safety within and across all outdoor spaces, parks, and amenities. • Maintain and grow the tree canopy within the municipality. • Keep outdoor spaces clean and beautiful for community use and enjoyment. • Ensure all statutory requirements relating maintenance, inspections and storm emergencies are consistently being met • Recognize members of the community through the bench and tree program.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Highway Traffic Act, 1990 • Weed Control Act, 1990 • Forestry Act, 1990 • Conservation Authorities Act, 1990 • Public Parks Act, 1990 • Tree By-law 73-54 • Parks, Facilities and Loitering By-law 2016-103
	Mandatory (Partial)	Ancillary	Forestry & Trees Management	Provincial	
	Discretionary			Council Approved	
	Discretionary	Ancillary	Parks, Trails, and Horticulture Operations	Provincial Administrative	
	Discretionary	Ancillary	Programs	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Forestry and Tree Management Management of the municipal forestry program dealing with the care and upkeep of rural and urban trees on Township regulated lands.	<ul style="list-style-type: none"> • 1100 Acres of Township-owned forestry areas • 330KM of street trees • 24/7 emergency response on-call and storm debris clean up • Reactive tree or stump removal and pruning maintenance only • Bi-annual tree plantings (Q2 & 3) including street trees (for all dead / replacement trees and new locations) 	<ul style="list-style-type: none"> • Emergency response on-site within (1) hr • Storm debris clean up completed within (4) weeks • Bi-weekly tree watering for (1) month post planting only 	How Much <ul style="list-style-type: none"> • (#) acres of grass cut (full rotation) • (#) of inspections completed • (#) of CRM cases received / type
Parks, Trails, and Horticulture Operations	<ul style="list-style-type: none"> • Seasonal (April – October) maintenance and operations of: 	<ul style="list-style-type: none"> • Emergency response on-site within (1)hr • Service / Work Order Completion 	

<p>Maintenance and operation of Township parks, parkettes, playgrounds, sports fields, splashpads, municipally owned parking lots and other amenities, including the maintenance of Cold Creek Conservation Area.</p>	<ul style="list-style-type: none"> ○ 28 parks <ul style="list-style-type: none"> ▪ 11 in King City ▪ 7 in Nobleton ▪ 7 in Schomberg ▪ 1 in Pottageville ▪ 1 in Kettleby ▪ 1 in Ansnorveldt ▪ Map of Locations ○ 70 KM of trails ○ 8 baseball diamonds ○ 24 soccer fields ○ 3 splashpads (May – September only) ○ 65,00 sqft. community garden ○ 75 street banner locations ○ 275 basket and barrel locations ○ 90 hectares of parkland ○ 205 hectares of open space ○ (14) Heritage Cemeteries maintained • Year-round maintenance and operations of: <ul style="list-style-type: none"> ○ 21 parkettes and playgrounds ○ 100 garbage locations • Snow clearing on: <ul style="list-style-type: none"> ○ (28) Park paths ○ (3) trails (Kettle Lake, Tasca and Memorial) ○ (22) owned parking lot locations 	<ul style="list-style-type: none"> ○ Health and Safety – (24)hrs. ○ Minor – (5) business days ○ Major – (10) business days • Bi-annual trails grading and grass cutting • Daily park/parkette patrols and inspections • All park and open space (passive) grass cutting every (8) business days • Soccer field and baseball diamond grass cutting (active acres): <ul style="list-style-type: none"> ○ Every (5) days from April – May ○ Every (8) days from June – October. • Bi-annual aeration on soccer fields • Weekly soccer field and baseball diamond line painting • Tri-weekly baseball diamond grading • Annual planting (April-May) and removal (Sept-Oct) of community garden plots, baskets, and barrels <ul style="list-style-type: none"> ○ Each location watered every other day • (4) seasonal banner changes • Garbage removal <ul style="list-style-type: none"> ○ Seasonal (April – October) removal daily (weekdays) ○ Off Season (November – March) removal bi-weekly • Snow removals completed within (13) hours <i>after</i> the end of snowfall 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of annual rotations completed within defined standards / type of acre • (%) of compliance with provincial standards for inspections • (%) of work/service orders completed within defined standard / type
<p>Programs Provision of crossing guard services near primary school locations. Administration of the Memorial Bench and Tree Donation program.</p>	<ul style="list-style-type: none"> • Crossing guard services provided at (2) locations for (1) hour Monday – Friday while primary schools are in session • Memorial Bench and Tree Donation Program accepts applications year-round (installations June – November) for the following options: <ul style="list-style-type: none"> ○ Park / Open Space Bench ○ Cemetery Bench ○ Park, Open Space or Cemetery Bench ○ Copper Plaque on Post 	<ul style="list-style-type: none"> • Crossing Guard Services -- (30) minutes provided in the AM and PM <ul style="list-style-type: none"> ○ 7:40am – 8:10am ○ 3:40pm – 4:10pm 	



9. GROWTH MANAGEMENT

Department Description
The Growth Management Services Department (GMS) consists of Building, By-law Enforcement, Economic Development and Planning Departments. GMS is responsible for many growth-related processes for the Township. Roles and responsibilities include such things as business attraction, expansion, support, and retention (Economic Development), through to development review and approvals (Planning), issuance of building permits (Building), to monitoring compliance of buildings and activities with Municipal by-laws to ensure compliance and maintain a safe/comfortable community (By-law Enforcement). Many of these activities are directly related to each other so a comprehensive, synergistic approach to process development activity in an efficient manner is an important underlying basis for the activities of the Department.

9.1 Development & Land Use Planning

Service Description
The division is responsible for the review and provision of professional advice to Council on all planning applications, and the administration of the Committee of Adjustment, Sustainability Committee and Heritage Advisory Committee.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Direct future growth and development within the Township, consistent with the community vision established through Our King: Official Plan, in conformity with provincial legislation and policy directions within a two-tier system of governance. • Provide easy and reliable access to planning application and advisory committee information for the public while providing quality customer service when responding to inquiries and requests. • Process and manage development approvals in an effectively and efficiently, while providing ongoing guidance and support throughout the application process. • Act in the best interest of the municipality when managing disputes to application decisions and provide professional expert opinions / advise on all planning related matters to Council, on Advisory Committees and during OLT hearings.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
Tax Levy Development Charges User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Ontario Heritage Act, 1990 • Planning Act, 1990 • Condominium Act, 1998 • Development Charges Act, 1997 • Provincial Policy Statement and Provincial Plans (Greenbelt Plan, A Place to Grow, ORMCP) • Zoning By-law 74-53 • Oak Ridges Moraine Conformity By-law 2005-23 • Nobleton Urban Area Zoning By-law 2016-71 • King City and Schomberg Urban Area Zoning By-law 2017-66 	<ul style="list-style-type: none"> • Rural Zoning By-law (<i>under development</i>) • Development Charges By-law 2021-002 • Cash-in-Lieu of Parkland By-law • Site Plan Control By-law 2022-010 • Site Alteration By-law 2021-040 • Prohibit and Regulate Site Alteration and Movement of Fill 2021-039 • Official Plan (2019) • Green Development Standards • Township Design and Drawings Standards
	Mandatory	Core	Planning Approvals	Provincial Council Approved		
	Discretionary	Essential	Advisory Committees	Council Approved		

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>Planning Applications & Approvals</p> <p>Management and coordination for development and land use planning applications relating to Official Plan amendments, Zoning By-law amendments, plans of subdivision or condominium, site plans; inclusive of zoning and engineering reviews and approvals. Representation of Township interest for Ontario Land Tribunal appeals.</p>	<ul style="list-style-type: none"> • Consultation, intake, review, and decision services provided for complex and routine planning application. • Complex applications include: <ul style="list-style-type: none"> ○ Official Plan Amendment (OPA) ○ Zoning By-law Amendment (ZBA) ○ Plan of Subdivision and Condominiums ○ Major Site Plan • Routine applications include: <ul style="list-style-type: none"> ○ Part Lot Control Exemption (PLC) ○ Minor Site Plan ○ Minor Variance (MV) ○ Consent ○ Heritage Permits and Grants <ul style="list-style-type: none"> ▪ Grants only available for properties designed under Part IV or V of the Ontario Heritage Act • Pre-Consultations meetings held for all applications • OPA, ZBA and PLN of Subdivision / Condominium <ul style="list-style-type: none"> ○ Council approval (decision) required ○ Community consultation and posting public notice of Council decisions ○ Final approval authority is York Region ○ Ability to appeal decisions to OLT within (20) days of decision • Major Site Plan Applications <ul style="list-style-type: none"> ○ Council approval (decision) required ○ Site Plan Agreement development and execution • Part Lot Control <ul style="list-style-type: none"> ○ Council (Committee of the Whole) decision required + enactment of by-law • Minor Site Plan Applications <ul style="list-style-type: none"> ○ Director of GMS decision required ○ Site Plan Agreement development and execution • Minor Variance and Consent Applications <ul style="list-style-type: none"> ○ Committee of Adjustment (CoA) hearings on all applications with final approval authority ○ Ability to appeal to CoA within (20) days of decision 	<ul style="list-style-type: none"> • Application processing service level standards applicable to complete applications • OPA application processing and Council decision within (120) days <ul style="list-style-type: none"> ○ Min. (1) public open house and Public Planning meeting ○ Public notice of decision within (15) days of Council decision • ZBA application processing and Council decision within (90) days <ul style="list-style-type: none"> ○ Min. (1) public open house and Public Planning meeting ○ Public notice of decision within (15) days of Council decision • Plan of Subdivision and Condominium application processing and Council decision within (120) days <ul style="list-style-type: none"> ○ Min. (1) public open house and Public Planning Meeting ○ Public notice of decision within (15) days of Council decision • Major Site Plan application processing and Council decision within (60) days <ul style="list-style-type: none"> ○ If approval granted with conditions, there is a (2) year standard for conditions to be met after which Council may withdraw approval • Minor Site Plan application processing and decision within (60) days • Part Lot Control Exemption application processing and decision within (6) weeks • Minor Variance application processing and Council decision within (6) weeks <ul style="list-style-type: none"> ○ Public notice of decision within (15) days of Committee of Adjustment decision • Consent application processing and Council decision within (90) days <ul style="list-style-type: none"> ○ Public notice of decision within (15) days of Committee of Adjustment decision • Heritage Permit applications (including grant consideration) processed within (45) business days 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of planning applications received / type • Average time spent on inquiries / type <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of planning application decisions provided within legislated standards / type • (%) of inquiries responded to within (2) business days

	<ul style="list-style-type: none"> • Heritage Permits <ul style="list-style-type: none"> ◦ Heritage Impact Assessment • OLT Appeals held where there is a challenge to a Township land-use planning decision (approval or rejection); Township acts on behalf of the municipalities best interest • Management of the Township's Heritage Register including the provision of heritage property research and identification for addition • Heritage Grant Program management • (14) Heritage Cemeteries (Maintenance via Parks and Forestry Operations) 		
Advisory Committees Administrative management and corporate representation of the corporation to committees acting in the interest of the Township on planning matters occurring, affecting, or impacting the municipality.	<ul style="list-style-type: none"> • (2) monthly Advisory Committees <ul style="list-style-type: none"> ◦ Committee of Adjustment ◦ Heritage Advisory Committee • Monthly Public Planning meetings (Council) 	<ul style="list-style-type: none"> • Committee of Adjustment and Heritage Advisory Committee agenda published minimum (2) business days in advance of meeting; minutes adopted at succeeding meeting and published within (2) business days. • CoA hears minor variance and consent applications within (60) days of the date of submission of complete applications. • Public Planning Meetings <ul style="list-style-type: none"> ◦ For agenda and minutes publication standards SEE: Clerk's 	



9.2 Policy Planning

Service Description
Policy Planning is responsible for the review and provision of professional planning advice to Council on the development and implementation of policy related planning matters. Policy Planning develops policy and zoning regulations for the Township. Policy Planning undertakes planning studies to guide and influence growth and development in the Township.
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Ensure mandated requirements are fulfilled and all plans/policies are up to date to direct and guide community growth. • Undertake fulsome public consultation to inform our projects (plans, policies, studies) and ensure our policies are reflective of the municipality. • Actively participate in working groups with various levels of government (Region, Provincial); provide comments on legislation reviews that are in the best interest of the municipality and take comments to be endorsed by Council while providing professional planning advice on matters relating to / impacting the Township. • Provide exceptional levels of customer service by responding to inquiries in a timely manner and actively participate in land-use and development application pre-consultation meetings from a policy proposal perspective.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Ontario Heritage Act, 1990 • Planning Act, 1990 • Ontario Heritage Act, 1990 • Condominium Act, 1998 • Zoning By-law 74-53 • Oak Ridges Moraine Conformity By-law 2005-23 • Nobleton Urban Area Zoning By-law 2016-71 • King City and Schomberg Urban Area Zoning By-law 2017-66 • Rural Zoning By-law • Our KING: Official Plan
	Mandatory (Official Plan) Discretionary	Essential	Policy Planning	<ul style="list-style-type: none"> • Provincial • Council-Approved 	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Policy Planning Management and development of mandated and/or non-legislated planning related policies, including the Township's Official Plan and secondary plans, guidelines, standards, and associated By-laws.	<ul style="list-style-type: none"> • Core Planning Policies <ul style="list-style-type: none"> ○ Official Plan ○ Rural Zoning By-law ○ Urban Zoning By-laws ○ Urban Design Guidelines ○ Green Development Standards • Specialized Studies – Completed As Needed (Timelines Depend on Study) • Provincial and Regional Policy review, analysis, and Council recommendations 	<ul style="list-style-type: none"> • Reviewed Every (5-10) Years + Assessment if Update is Required <ul style="list-style-type: none"> ○ Official Plan ○ Rural Zoning By-law ○ Urban Zoning By-law ○ Urban Design Guidelines ○ Green Development Standards • SpeakKING Online Community Engagement Platform per New or Refreshed Policy Open (1-2 Months) 	How Much <ul style="list-style-type: none"> • (#) of active policy planning projects per year by type (major / minor) How Well / Better Off <ul style="list-style-type: none"> • (%) of forecasted project milestones achieves (aggregated by project) • (%) of up-to-date core planning policies



		<ul style="list-style-type: none">• Minimum (2) Public Information Centers / Open Houses per New or Refreshed Policy per Urban Area (or As Applicable)• PICs/Open Houses Advertised Minimum of (10) Business Days Ahead of Event(s) via Website, SpeakKING, Newspaper, E-Bulletins and Social Media	<ul style="list-style-type: none">• (%) of annual projects meeting statutory engagement standards
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9.3 Economic Development

Service Description
The primary responsibilities of the Economic Development Division are to implement the Economic Development Strategy & Action Plan. Additionally, the division promotes sustainable economic development, facilitates, and enables business expansion, identifies business development and tourism opportunities within the Township, establishes and maintains contact with local businesses and other levels of government, and acts as a liaison and policy advisor to Township Council and Staff on matters affecting economic development.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Foster a complete community by facilitating options for business existence, growth, and retention, enabling investment and employment within the municipality. Attract new visitors and increase their economic activity within the Township through outreach and marketing promotions. Implement the community-informed Economic Development plans and strategies aimed at strengthening King's local economy. Promote the Community Improvement Plan (CIP) Grant Program and aid through the application process to increase likelihood of successful grant funding. Provide for a strong municipal tax base where the tax burden is shared among residents and businesses alike.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
	Offering	Type	Name	Level / Standard Source	
Tax Levy Grants					<ul style="list-style-type: none"> Planning Act, 1990 <ul style="list-style-type: none"> Section 28(3), (6), (7) Section 29 Section 32(1) Municipal Act, 2001 <ul style="list-style-type: none"> Section 106(1) Our KING: Official Plan <ul style="list-style-type: none"> Section (9.3.1) Community Improvement Area By-law (2021-033) <ul style="list-style-type: none"> Adoption of CIP By-law (2021-034)
	Discretionary	Ancillary	Business Development (EconomicKING)	Council Approved	
	Discretionary	Ancillary	Hospitality, Tourism and Recreation (ExperienceKING)	Council Approved	
	Discretionary	Ancillary	Programs, Plans and Strategies	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Business Development Planning and managing direct business development support efforts including retention, expansion, and attraction efforts. Lead business development efforts to support growth and revenue generation, as well as employment opportunities in King. Primary liaison for local businesses and the Township.	<ul style="list-style-type: none"> Support for (1400) businesses in King Main economic sectors: <ul style="list-style-type: none"> Manufacturing Agriculture Retail and service Construction Equine Tourism Hospitality Businesses visits, engagements, and communications 	<ul style="list-style-type: none"> (5) business engagements per week Requests for business engagements scheduled within (2) business days Communications and Outreach <ul style="list-style-type: none"> Bi-monthly targeted email communications Weekly website and portal updates Bi-weekly social media posting Newspaper ads for events / initiatives ShopKING Campaign 	How Much <ul style="list-style-type: none"> (#) of business engagements and communications (#) of successful Community Improvement Plan Grant applications How Well / Better Off <ul style="list-style-type: none"> Net (#) of new businesses in King (\$) non-residential tax base

	<ul style="list-style-type: none"> • Township representation at Chamber of Commerce Board meetings • EconomicKING.ca • Campaign promotion (newspaper and social media) and inquiry support with local partners including: <ul style="list-style-type: none"> ◦ ShopKING Shop Local with the Chamber of Commerce ◦ ShopHERE Federal and Provincial Funding Program ◦ Digital Main Street Federal and Provincial Funding Program 	<ul style="list-style-type: none"> ◦ Bi-annual newspaper promotions ◦ Bi-weekly social media posting • ShopHERE and Digital Main Street <ul style="list-style-type: none"> ◦ Re-posting and sharing resources only 	<ul style="list-style-type: none"> • (\$) in CIP Grant funding received by successful applicants • CIP Contribution Ratio (Township : Recipient) • (%) of overall Action Plan / Strategies & Studies complete (by type) • (%) of up-to-date Action Plan, Strategies and Studies
Hospitality, Tourism and Recreation Plan and promote hospitality, tourism, and visitation to King for residents and non-residents including restaurants, day trips, recreational activities, hospitality experiences, local farming, and equestrian etc.	<ul style="list-style-type: none"> • ExperienceKING.ca • Outreach, communications, and promotion of Township to local and external residents, businesses, and community groups • Township representation on Tourism Task Force 	<ul style="list-style-type: none"> • Communications and Outreach <ul style="list-style-type: none"> ◦ Bi-monthly targeted email communications ◦ Weekly website and portal updates ◦ Bi-weekly social media posting ◦ Monthly newspaper ads with business information and resources 	
Programs, Plans and Strategies Development, management, and administration of economic development related programs, plans and strategies.	<ul style="list-style-type: none"> • CIP Grant Program <ul style="list-style-type: none"> ◦ Maximum combinable grant value \$47,500 ◦ +10 grants offered per year with values ranging from \$2500 to \$15,000 (value is 50% rebate of proposed improvement) ◦ (2) grant sub-streams available <ul style="list-style-type: none"> ▪ Village Vibrancy (Urban) ▪ Rural Resilience ◦ (7) village vibrancy grant types available <ul style="list-style-type: none"> ▪ Façade and signage ▪ Property ▪ Business accessibility ▪ Parking ▪ Building / use conversion ▪ Planning application and building permit fees ▪ Tax increment equivalent ◦ (9) rural resilience grant types available <ul style="list-style-type: none"> ▪ Agi-tourism use ▪ Sale of local produce ▪ Value add activity ▪ On-farm dining ▪ Signage ▪ Façade ▪ Infrastructure 	<ul style="list-style-type: none"> • CIP Village Vibrancy Grant - Eligible properties and precincts • (5) year review and update <ul style="list-style-type: none"> ◦ Economic Development Strategy ◦ Community Improvement Plan ◦ Tourism Plan ◦ Main Street Revitalization Strategy ◦ Core Area Parking Study – Nobleton • (3) year review and update <ul style="list-style-type: none"> ◦ Core Area Parking Study – Schomberg ◦ Core Area Parking Study – King City • Public engagement on plan and strategy updates <ul style="list-style-type: none"> ◦ Dedicated SpeaKING page ◦ PIC(s) • PICs advertised (10) days in advance + ongoing public engagement promotion through website, SpeaKING, newspaper, e-bulletin, and social media 	



	<ul style="list-style-type: none">▪ Planning application and building permit fees▪ Professional services and related costs• Economic Development Strategy• Community Improvement Plan• Community Tourism Plan• Main Street Revitalization Strategy• Core Area Parking Study• Annual Spotlight on Business Program<ul style="list-style-type: none">◦ <i>*Program being reassessed with King Chamber of Commerce</i>• Mayors Energy Challenge		
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9.4 By-law

Service Description
<ul style="list-style-type: none"> The By-law Division is responsible for enforcement of all municipal by-laws and applicable law. This is done through complaint-based enforcement, and some proactive parking patrol, using a timely and professional approach with the ultimate objective of achieving compliance through education and voluntary compliance as much as possible, escalating to enforcement where necessary. The Division Staff are committed to raising awareness of community standards.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Respond and resolve bylaw complaints on a timely basis Communicate to the public and manage expectations and perceptions Provide the public with relevant information regarding the division Deliver fair and consistent enforcement in accordance with Municipal Standards Keeping our community safe, healthy, and vibrant through ongoing patrol and enforcement Ensure our Bylaw officers are visible, present, and accessible across the community Ensure the proper enforcement of by-laws and the fair/timely processing and issuance of applicable permits

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> By-law Inventory Municipal Act, 2001 Building Code Act, 2001 Re-Opening Act, 2001 Planning Act, 2001 Highway Traffic and Offences Act, 1988
User Fees	Mandatory	Core	Municipal Law Enforcement	Provincial Council Approved	
	Mandatory	Core	Parking Enforcement	Provincial Council Approved	
	Discretionary	Ancillary	Permits and Programs	Council Approved Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Municipal Law Enforcement Enforcement of municipal by-laws and provincial statutes, including public education, complaint management, mediation, and investigations. Includes the management and administration of	<ul style="list-style-type: none"> Reactive (complaints) and proactive (visible from patrol only) investigation and enforcement of community and property violations of Township By-laws By-law Enforcement Policy & Appendix 	<ul style="list-style-type: none"> High Priority (health and safety) acknowledged and investigated within (24) hours; enforcement within (7) business days Medium and Low Priority complaints acknowledged within (2) business days with expected follow up time provided Annual enforcement reports provided to Council 	How Much <ul style="list-style-type: none"> (#) of by-law cases opened (#) of patrols and inspections (#) of bag sign removals (#) of Orders, Pre-Summons and Notices issued



<p>finances, orders, and escalation to courts where applicable.</p>			<ul style="list-style-type: none"> • (#) of cases escalated to legal (Part 1-3, Court, Remediation, Title Search, Corporate Search) • (#) of parking ticket warnings and parking tickets issued • (#) of sign permit applications processed <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of cases escalated to legal (Part 1-3, Court, Remediation, Title Search, Corporate Search) • (#) of parking permits issued • (#) of parking ticket responses by type • (%) of sign permit applications processed within standard
<p>Parking Enforcement Provision of reactive and proactive parking enforcement of on street and off-street parking by-laws. Includes the management and administration of parking tickets, appeals, exemption processes, first attendance hearings and adjudication services.</p>	<ul style="list-style-type: none"> • Proactive (patrol) and reactive (complaints) for parking violation, intake and processing of complaints and parking ticket issuance • First attendance hearing and ticket adjudication decisions and administration • Intake and processing of Parking Permit applications (exemption from applicable by-law violations) 	<ul style="list-style-type: none"> • Adjudication requests reviewed and decision provided within (3) business days • First offenders receive automatic 50% reduction of ticket cost when adjudicated • Parking Permit applications are automatically processed based on pre-set criteria in compliance with the Parking By-law 	
<p>Permits and Programs Processing, issuance, and management of Sign Permits in compliance with the Township Signs by-laws.</p>	<ul style="list-style-type: none"> • Sign Permits: <ul style="list-style-type: none"> ○ Ground (Inspection required) ○ Wall (Inspection required) ○ Mobile ○ Banner 	<ul style="list-style-type: none"> • Complete Sign Permit applications processed within (5) business days 	



9.5 Building Services

Service Description
The Building Division administers and enforces all aspects of the Ontario Building Code (OBC). The OBC is primarily a set of minimum requirements and standards respecting the safety of buildings with reference to the public's health, fire protection, minimum safe occupancy standards and structural adequacy. Enforcement of the OBC also includes plumbing, HVAC, energy efficiency, private sewers, and sewage systems. Administration consists of the processing of building permits applications within legislated timeframes, review for compliance with the OBC, and the completion of mandatory inspections.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Protect the well-being, health, and safety of our residents, including all visitors to the Township as it related to building safety through the processing and issuance of permits, and completion of inspections. Maintain service levels in accordance with statutory legislation outlined within the Ontario Building Code Act, and its applicable regulations.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
User Fees	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Ontario Building Code Act, 1992 <ul style="list-style-type: none"> O.Reg.332/12 Municipal Act, 2001
	Mandatory	Core	Building Permit Applications	Provincial Council Approved	
	Mandatory	Core	Building Inspections	Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Building Permits Administrative management of the building permit process, permit applications, review for compliance with the Ontario Building Code and coordination of mandatory inspections. Includes the management and provision of property information requests and disclosure of information.	<ul style="list-style-type: none"> Building Permits: <ul style="list-style-type: none"> New homes and additions Renovations and interior alterations Deck Tents Demolition Sewage systems Accessory structure Sewer connection and decommissioning Water service and upgrades Change of use Model certification Farm / Agricultural Administration and management of the Septic Inspection Program 	<ul style="list-style-type: none"> Building permit application receipt acknowledgement within (3) business days The following standards apply for processing complete permit applications: <ul style="list-style-type: none"> Single Family, Semi-Detached, Townhouse or Row House and Related Accessory Structure [House]– (10) Business Days Small Commercial and Industrial Buildings [Small Building]– (15) Business Days Large Commercial, Industrial, Institutional Buildings, Multi-Story 	How Much <ul style="list-style-type: none"> (#) of Building Permit applications received (#) of inspections completed (#) of information and compliance requests by type (#) of Building Permits issued (#) of septic program inspections completed How Well/Better Off <ul style="list-style-type: none"> (%) of complete building permit applications completed to standard



	<ul style="list-style-type: none"> • Property Information Request (PIR) • Sewage System Information Request (SSIR) • Property Compliance Letter 	<ul style="list-style-type: none"> • Residential Building [Large Building] – (20) Business Days <ul style="list-style-type: none"> ◦ Large Complex Buildings or Multi-Story Residential Buildings More than 18 Meters Tall [Complex Building] – (30) Business Days • <i>*If at any point in the application process a building permit application is deemed incomplete, the service standards start again</i> • Information and compliance requests processed within (10) business days • Monthly permit value reporting (king.ca) 	<ul style="list-style-type: none"> • Ratio of passed vs. failed inspections • Ratio of residential vs. non-residential permits • (#) of no-permit properties identified • (%) of passed septic inspections
Building Inspections Enforcement and compliance monitoring of all aspects of the Ontario Building Code.	<ul style="list-style-type: none"> • 24/7 emergency on-call response • As Built Plans Review • On-site Inspections (permit holders, non-compliance, emergency) • Inspections for septic program 	<ul style="list-style-type: none"> • Inspections booked and completed within (2) business days of the request • Emergency complaints / requests responded to within (24) hours • Response to construction without a permit (non-emergency) within (2) business days 	

Service Offering Index (A-Z)

Service Offering	Key Words		Department (Profile Linked)	Division
Active Living and Aquatics	<ul style="list-style-type: none"> Fitness Centre Township Leagues 	<ul style="list-style-type: none"> Soccer Tournament Ice Hockey Ball Hockey Lacrosse 	Community Services	Active Living and Aquatics
Advisory Committees	<ul style="list-style-type: none"> Committee of Adjustment 	<ul style="list-style-type: none"> Public Planning Heritage Advisory Committee 	Growth Management Services	Land Use and Development Planning
Asset Management	<ul style="list-style-type: none"> Asset Inventory Asset Planning 	<ul style="list-style-type: none"> Linear Assets Non-Linear Assets 	Public Works	Asset Management
Budget and Financial Reporting	<ul style="list-style-type: none"> Accounts Payable Accounts Receivable Security Deposit Holding 	<ul style="list-style-type: none"> Annual Budget Capital Plan Audit 	Finance	Budget and Financial Reporting
Building Permits	<ul style="list-style-type: none"> Homes Additions Deck Tents Demolition Accessory Sewer Connection and Decommissioning Water Service Change of Use 	<ul style="list-style-type: none"> Model Certification Farm and Agriculture Septic Inspection Property Information Request Sewage System Information Property Compliance Letter 	Growth Management Services	Building
Building Inspections	<ul style="list-style-type: none"> Inspections for Permits Violation Inspections 	<ul style="list-style-type: none"> Order As-Built Plans Septic Inspections 	Growth Management Services	Building
Business Development (EconomicKING)	<ul style="list-style-type: none"> Businesses Economy Engagements Support 	<ul style="list-style-type: none"> EconomicKING ShopKING Chamber of Commerce 	Growth Management Services	Economic Development
By-law Enforcement & Permits	<ul style="list-style-type: none"> Reactive Patrol By-laws Priority Response 	<ul style="list-style-type: none"> Administrative Monetary Penalty System (AMPS) Sign Permits Orders Warnings 	Growth Management Services	By-law
Capital Programs and Projects (Transportation and Environmental)	<ul style="list-style-type: none"> Major Projects Paving Road Improvements Watermain Projects 	<ul style="list-style-type: none"> Sewer Projects Construction Notice Public Information Centres Environmental Assessments 	Public Works	Capital Services (Transportation & Environmental)
Capital Programs and Projects (Parks and Facilities)	<ul style="list-style-type: none"> Major Projects Facilities Township Buildings 	<ul style="list-style-type: none"> Parks Playgrounds Master Planning 	Community Services	Capital Services
Communications and Public Engagement	<ul style="list-style-type: none"> Service Alerts Website SpeaKING Media Release 	<ul style="list-style-type: none"> Newspaper Social Media King Bulletin e-Newsletter 	Corporate Services	Communications and ServiceKING
Corporate Performance Management	<ul style="list-style-type: none"> Service Levels Service Standards 	<ul style="list-style-type: none"> Reporting 	Office of the CAO	Strategy and Transformation
Council, Governance Support and Elections	<ul style="list-style-type: none"> Council Meetings Committees and Boards 	<ul style="list-style-type: none"> Meeting Portal Municipal Election Agenda & Minutes 	Corporate Services	Clerk's

Service Offering Index (A-Z)

Service Offering	Key Words	Department (Profile Linked)	Division
Crossing Guard Program	<ul style="list-style-type: none"> Schools Seasonal 	Community Services	Parks and Forestry Operations
Decommissioned Landfill Management	<ul style="list-style-type: none"> Landfill Waste 	Public Works	Environmental Services
Development Administration and Construction Management	<ul style="list-style-type: none"> Subdivision Agreements Development Construction Maintenance Letter of Credit Assumption Inspections 	Public Works	Development Engineering Services
Development and Land Use Planning	<ul style="list-style-type: none"> Planning Applications Official Plan Amendment Zoning By-law Amendment Site Plan Control Minor Variance Consent Heritage Permits Pre-Consultation Plan of Subdivision Plan of Condominium Public Planning Meetings Ontario Land Tribunal 	Growth Management Services	Planning
Drainage Inspections	<ul style="list-style-type: none"> Drainage Stormwater 	Public Works	Development Engineering Services
Economic Development Programs, Plans and Strategies	<ul style="list-style-type: none"> Community Improvement Plan Main Street Revitalization Economic Development Strategy Grants Tourism Plan Core Area Parking Study Mayors Energy Challenge 	Growth Management Services	Economic Development
Emergency Management	<ul style="list-style-type: none"> Emergency Plan Emergency Management Program Emergency Operations Centre Hazard Identification Risk Assessment 	Fire and Emergency Services	Risk & Resilience
Environmental Stewardship and Climate Change	<ul style="list-style-type: none"> Sustainability Committee SustainableKING Grant Workshops Waste Diversion Natural Environment Climate Change Community Garden Textile Diversion Composting Climate Action Plan Corporate Energy Management Bee City Mayors Monarch Pledge 	Community Services	Environmental Outreach and Sustainability
Facility Operations and Maintenance	<ul style="list-style-type: none"> Facilities Yards Centers Buildings Arenas Pumphouses Libraries Fire Halls Park Shelters Testing Inspections Safety Work Orders Repairs Servicing 	Community Services	Facility Operations
Fire Administration	<ul style="list-style-type: none"> Burn Permits Fireworks Permits Emergency Preparedness Volunteer Recruitment Superior Shuttle Tank Service 	Fire and Emergency Services	Administration
Fire Inspections and Investigation	<ul style="list-style-type: none"> Burn Complaints Fire Safety Inspections 	Fire and Emergency Services	Prevention and Investigations
Fire Rescue	<ul style="list-style-type: none"> Firehouse Volunteer Fire Fighters Suppression Defensive Pre-Hospital Medical Care Specialized Rescue 	Fire and Emergency Services	Fire and Rescue Operations

Service Offering Index (A-Z)

Service Offering	Key Words	Department (Profile Linked)	Division
	<ul style="list-style-type: none"> Offensive 		
Forestry and Trees Management	<ul style="list-style-type: none"> Open Space Trees Forest 	<ul style="list-style-type: none"> Planting Stump Removal 	Community Services Parks and Forestry Operations
General Operations (Transportation)	<ul style="list-style-type: none"> Roads Potholes Culverts Shoulder 	<ul style="list-style-type: none"> Grading Debris Ditches Road Line Visibility 	Public Works Transportation Services
Heritage and Culture	<ul style="list-style-type: none"> King Heritage and Cultural Centre Heritage Exhibits 	<ul style="list-style-type: none"> Heritage and Culture Master Plan 	Community Services Heritage and Culture
Hospitality, Tourism and Recreation (ExperienceKING)	<ul style="list-style-type: none"> Outreach Promotion 	<ul style="list-style-type: none"> Tourism Taskforce 	Growth Management Services Economic Development
KTPL Board Administration	<ul style="list-style-type: none"> Library Board 	<ul style="list-style-type: none"> Board Meetings 	King Township Public Library (KTPL) Administrative and Branch Services
KTPL Branch Services	<ul style="list-style-type: none"> Physical Service Branch Holds Returns In-Person Assistance Reading Circulation Desk Public Wi-Fi 	<ul style="list-style-type: none"> Computers Tablets 3D Printing Copying Scanning Faxing Study Space 	King Township Public Library (KTPL) Administrative and Branch Services
KTPL Community Outreach and Marketing	<ul style="list-style-type: none"> Library Social media Newspaper 	<ul style="list-style-type: none"> Library Newsletter Library Email Blast 	King Township Public Library (KTPL) Community Engagement and Marketing
KTPL Content and Collections	<ul style="list-style-type: none"> Books Audio Books Magazines DVD 	<ul style="list-style-type: none"> Video Games Newspapers eLearning Streaming 	King Township Public Library (KTPL) Content & I.T.
KTPL Programming and Events	<ul style="list-style-type: none"> STEAM Reading and Book Club Literacy Programs Author Visits Dungeons and Dragons 	<ul style="list-style-type: none"> Buddies Writers Truth and Reconciliation Make it Lab 	King Township Public Library (KTPL) Community Engagement and Marketing
KTPL Infrastructure, Business Systems and Web Services	<ul style="list-style-type: none"> Public Computers Printers Tablets 	<ul style="list-style-type: none"> Self-Checkout Make it Lab 	King Township Public Library (KTPL) Content and I.T.
Legislative Services and Legal	<ul style="list-style-type: none"> Formal Complaints Freedom of Information 	<ul style="list-style-type: none"> Public Planning Notices Accessibility Plan 	Corporate Services Clerk's
Life Safety and Education	<ul style="list-style-type: none"> Hazard Recognition Trailer Fire Extinguisher Training Smoke Alarm and Carbon Monoxide 	<ul style="list-style-type: none"> Smoke Alarm Door to Door 911 Signs Community Preparedness 	Fire and Emergency Services Risk and Resilience
Master Plans and Strategies (Transportation and Environmental)	<ul style="list-style-type: none"> Development Charges Background Study Water / Wastewater Study Transportation Water Wastewater 	<ul style="list-style-type: none"> Active Transportation Paving Traffic Calming Bridges and Structures Public Engagement Stormwater 	Public Works Capital Services (Transportation & Environmental)

Service Offering Index (A-Z)

Service Offering	Key Words		Department (Profile Linked)	Division
Mayor and Council Support and Events	<ul style="list-style-type: none">• Council Requests• Pancake Breakfast• Business Breakfast• Inaugural	<ul style="list-style-type: none">• Volunteer Appreciation• Mayors Golf Tournament	Office of the CAO	Strategy and Transformation
Memorial Bench and Tree Donation	<ul style="list-style-type: none">• Applications• Installations• Park Bench	<ul style="list-style-type: none">• Cemetery Bench• Plaque	Community Services	Parks and Forestry Operations
Mosquito Control Program	<ul style="list-style-type: none">• Aerial Spray• Mosquitos	<ul style="list-style-type: none">• Pottageville	Public Works	Development Engineering Services
Outdoor Education and Cold Creek	<ul style="list-style-type: none">• Cold Creek• Ropes Course• Snow Shoeing	<ul style="list-style-type: none">• Skiing• Outdoor Rinks• Cold Creek Master Plan	Community Services	Sustainability and Community Outreach
Parking Enforcement	<ul style="list-style-type: none">• Patrol• Complaints• Tickets	<ul style="list-style-type: none">• First Attendance• Adjudication	Growth Management Services	By-law
Parks, Trails, and Horticulture Operations	<ul style="list-style-type: none">• Seasonal• Maintenance• Trails• Sports Fields• Splashpads• Banners• Barrels and Baskets	<ul style="list-style-type: none">• Heritage Cemeteries• Parkland• Flowers• Park Paths• Township Parking Lots• Service Requests• Public Garbage	Community Services	Parks and Forestry Operations
Permits, Licenses and Programs (Clerk's)	<ul style="list-style-type: none">• Commissioner of Oath• Marriage Licenses and Ceremonies• Kennel and Doggie Daycare• Film Permits• Noise Exemptions	<ul style="list-style-type: none">• Event Road Occupancy• Cat / Dog Tags• Lottery Licenses• Emergency Address Sign• Liquor• Cemeteries• Community Grants	Corporate Services	Clerk's
Permitting and Requests (Capital)	<ul style="list-style-type: none">• Construction Road Occupancy	<ul style="list-style-type: none">• Traffic Calming• Drawing Reproductions	Public Works	Capital Services (Transportation & Environmental)
Permitting and Programs (Development)	<ul style="list-style-type: none">• Pool• Site Alteration• Entrance• Curb Cut	<ul style="list-style-type: none">• Culvert• Half Load• Hard Landscaping Exemption	Public Works	Development Engineering Services
Policy Planning	<ul style="list-style-type: none">• Official Plan• Rural Zoning By-law• Urban Zoning By-law• Urban Design Guidelines	<ul style="list-style-type: none">• Green Development Standards• Special Studies• Provincial and Regional Policy	Growth Management Services	Policy Planning
Recreational Programs	<ul style="list-style-type: none">• Community Guide• Drop In• Registration• March Break• Summer Break	<ul style="list-style-type: none">• Camps• Winter Break• High FIVE• Community Assistance Program• Recreation Master Plan	Community Services	Recreation & Business Services
Rentals and Bookings	<ul style="list-style-type: none">• Facility Rental• Facility Booking• Short Term Rental• Long Term Rental	<ul style="list-style-type: none">• Arenas• Community Halls• Picnic Shelters• High Ropes• Sports Fields	Community Services	Recreation and Business Services



Service Offering Index (A-Z)

Service Offering	Key Words		Department (Profile Linked)	Division
	<ul style="list-style-type: none">Community Centers	<ul style="list-style-type: none">Tennis		
Revenue and Taxation	<ul style="list-style-type: none">Development Charges By-lawWater/Wastewater RateProperty Tax	<ul style="list-style-type: none">Utility BillingPre-Authorized Debit ProgramMPAC Assessment	Finance	Revenue and Taxation
Senior Snow Removal	<ul style="list-style-type: none">Snow65+	<ul style="list-style-type: none">SeniorWindrow	Public Works	Transportation Operations
ServiceKING	<ul style="list-style-type: none">ServiceTriage	<ul style="list-style-type: none">Township EmailTownship Voicemail	Corporate Services	Communications and ServiceKING
Sidewalk Maintenance	<ul style="list-style-type: none">DeficienciesInspections	<ul style="list-style-type: none">Sidewalk Repair	Public Works	Capital Services (Transportation & Environmental)
Stormwater Management	<ul style="list-style-type: none">Wet PondDry PondCulverts	<ul style="list-style-type: none">Catch-basinOil GritStorm Sewer	Public Works	Environmental Services
Strategic Planning	<ul style="list-style-type: none">StrategyCouncil and Corporate PrioritiesProgress Reports		Office of the CAO	Strategy and Transformation
Summer Maintenance (Transportation)	<ul style="list-style-type: none">RoadsDust SuppressantStreet Sweeping	<ul style="list-style-type: none">Culvert ReplacementsCatch-basin CleaningPavement Painting	Public Works	Transportation Operations
Township Events and Marketing	<ul style="list-style-type: none">BeerfestVictoria Day	<ul style="list-style-type: none">Cultural GalaCommunity Events	Community Services	Heritage and Culture
Utility Management	<ul style="list-style-type: none">StreetlightsLocates	<ul style="list-style-type: none">Municipal Consent	Public Works	Capital Services (Transportation & Environmental)
Waste Management	<ul style="list-style-type: none">GarbageBlue BinGreen BinOrganics	<ul style="list-style-type: none">Yard WasteBag TagsAppliances	Public Works	Environmental Services
Water Operations, Maintenance and Monitoring	<ul style="list-style-type: none">WatermainWater SystemsWell SitesFlushingSwabbingInspectionsHydrants	<ul style="list-style-type: none">Drinking Water Quality StandardsResidualsAppointmentsWater MeterQualityConsumption	Public Works	Environmental Services
Wastewater Operations, Maintenance and Monitoring	<ul style="list-style-type: none">Sanitary SewersService LateralsPumping StationGrinder Pump	<ul style="list-style-type: none">OdorBackupInspections	Public Works	Environmental Services
Winter Maintenance (Transportation)	<ul style="list-style-type: none">RoadsSnow removalSidewalk Snow Removal	<ul style="list-style-type: none">SnowplowsSand and SaltIce	Public Works	Transportation Services