

## 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 Development Charges	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> <li>Strategic Asset Management Policy</li> <li>Tangible Capital Assets Policy</li> <li>Infrastructure for Jobs and Prosperity Act, 2015</li> </ul>
	Core	Mandatory	Asset Management and Programs	Provincial Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<b>Asset Management &amp; Programs</b> Implementation and overall management of the Asset Management Program and Plan (and associated Policies). This subdivision 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"> <li>Maintenance of Township assets inventory and related condition assessments / life cycle statuses</li> <li>Planning (including analyses and studies), prioritization, and justification of linear and non-linear assets for capital project delivery               <ul style="list-style-type: none"> <li><a href="#">Asset Management Plan</a></li> <li><a href="#">Asset Management Policy</a></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Asset Management Plan &amp; Policy updated every (5) years</li> </ul>	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"> <li>Plan for and deliver capital programs and projects that construct Township transportation and environmental infrastructure to accommodate growth and state of good repair.</li> <li>Capital projects are executed according to forecasted spending and schedules.</li> <li>Process all permit and consent applications, within a timely manner and ensure compliance with Township by-laws and policies.</li> <li>Ensure streetlight assets are in a state of good repair and actively respond to complaints and inquiries within MMS.</li> <li>Sidewalk inspection, maintenance and repair completed annually in accordance with MMS</li> </ul>

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"> <li>Ontario Underground Infrastructure Notification System Act, 2012</li> <li>Municipal Act, 2001               <ul style="list-style-type: none"> <li>O.Reg. <a href="#">239/02</a></li> <li>O.Reg. <a href="#">366/18</a></li> </ul> </li> <li>Planning Act, 1990               <ul style="list-style-type: none"> <li>O.Reg. <a href="#">197/96</a></li> </ul> </li> <li>Environmental Assessment Act, 1990</li> <li>Conservation Authorities Act, 1990</li> <li>Traffic By-law</li> <li>Road Occupancy By-law</li> <li>Township Design and Drawings Standards</li> </ul>
	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
<b>Permitting and Requests</b> Respond to requests and manage drawing reproductions road occupancy permits, and requests for traffic calming.	<ul style="list-style-type: none"> <li>Road Occupancy Permit</li> <li>Drawing Reproductions</li> <li>Traffic Calming Program               <ul style="list-style-type: none"> <li>Coordinating annual implementation of approved measures</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Service standards applicable to <b>complete</b> applications</li> <li>Application and requests processed within (10) business days</li> </ul>	<b>How Much</b> <ul style="list-style-type: none"> <li>(#) of permits, municipal consents and requests received</li> </ul>

	<ul style="list-style-type: none"> <li>○ Intake of requests and notification of decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Approved traffic calming measures installed within (1) year (Requested before fall deadline)</li> </ul>	<ul style="list-style-type: none"> <li>• (#) of streetlight service requests</li> <li>• (#) of locate stakeouts (emergency vs. non-emergency)</li> <li>• (#) of projects valued over \$100K</li> <li>• (#) of projects valued under \$100K</li> </ul>
<p><b>Utility Management</b> 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.</p>	<ul style="list-style-type: none"> <li>• (2560) Township owned streetlights maintained</li> <li>• (24/7) in-take of Locate requests, immediate response to emergencies</li> <li>• Municipal Consents</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Locates staked out within (2) hours</li> <li>• Standard Locates staked out within (5) days</li> <li>• Streetlight (Luminaires) repair and inspection standards outlined in <a href="#">MMS s.10</a></li> <li>• <b>Complete</b> Municipal Consent applications within (10) business days</li> </ul>	<p><b>How Well / Better Off</b></p> <ul style="list-style-type: none"> <li>• (%) of permits, consents and requests processed within (10) business days</li> <li>• (%) of streetlight repairs completed within 14 days (MMS)</li> <li>• Forecasted cost vs. actuals spent (\$) across all projects</li> <li>• (%) of programs and projects on schedule compared to forecast</li> <li>• (%) of up-to-date Master Plans</li> </ul>
<p><b>Capital Programs and Projects (Transportation and Environmental Infrastructure)</b> 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&amp;C's.</p>	<ul style="list-style-type: none"> <li>• Annual Capital Projects and Programs</li> <li>• Projects and Programs Environmental Assessment Act compliant</li> <li>• Public communication (via web, mail, or public meeting) provided for all projects</li> <li>• Project progress and construction updates posted to Township website (king.ca/majorprojects)</li> <li>• Construction Notices advertisement in local paper and/or physical mail</li> <li>• Project Manager point of contact established to address resident concerns or questions</li> <li>• Construction inspections</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Environmental Assessment Standards Guide</a></li> <li>• EA Public Notice Communication in Local Newspaper <ul style="list-style-type: none"> <li>○ Commencement Notice – (2) Notices in (2) Separate Paper Issues</li> </ul> </li> <li>• Opportunity to Comment on Project Description – Circulation to Internal and External Agencies</li> <li>• Opportunity to Comment on Draft Environmental Impact Statement Guidelines – Circulation to Internal and External Agencies</li> <li>• Public engagements advertised a minimum of (10) business days prior to the event</li> <li>• Construction Notice advertised minimum (10) business days prior to commencement</li> <li>• Site inspections completed once per week, per site</li> <li>• Major Projects website page updated monthly</li> </ul>	
<p><b>Sidewalk Maintenance</b> Coordination and management of Township sidewalk repair program. Reviews and identifies damaged sidewalk to ensure repair and/or</p>	<ul style="list-style-type: none"> <li>• 77.47KM of sidewalk maintained</li> <li>• Review and assessment of resident reported sidewalk deficiencies</li> <li>• Annual inspection of all Township sidewalks</li> </ul>	<ul style="list-style-type: none"> <li>• Annual inspections of all Township sidewalks</li> <li>• Sidewalk repair and inspection standards outlined in <a href="#">MMS s.16</a></li> </ul>	



<p>replacement are in a state of good repair.</p>	<ul style="list-style-type: none"> <li>• Annual Management and administration of Sidewalk Repair contract, including public notifications, and follow up inspections</li> </ul>		
<p><b>Master Planning and Strategies</b> Develop Master Plans, multi-year plans and strategies, in consultation with the community, to guide decision making on Township owned assets and infrastructure.</p>	<ul style="list-style-type: none"> <li>• DC Background Study</li> <li>• Water/Wastewater Rate &amp; Study Guide</li> <li>• Master plans and strategies:             <ul style="list-style-type: none"> <li>○ Transportation Master Plan</li> <li>○ Water/Wastewater Master Plan</li> <li>○ Stormwater Management Master Plan</li> <li>○ Active Transportation Strategy</li> <li>○ Paving Strategy</li> <li>○ Traffic Calming Strategy</li> <li>○ Bridges &amp; Structures Inspections</li> </ul> </li> <li>• Public engagements for all master plans and strategy initiatives (virtual and/or in-person)</li> </ul>	<ul style="list-style-type: none"> <li>• DC Study – (5) years</li> <li>• W/WW Rate Study – (5) years</li> <li>• Master Plans reviewed and updated every (5) years</li> <li>• Strategies updated every (2) years</li> <li>• Minimum of (2) public engagement events, dedicated SpeakKING webpage and Council working session per new plan or update.</li> <li>• All public engagements advertised a minimum of (10) business days prior to the event</li> </ul>	

## 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, and Entrance Permits.
Service Objectives / Outcomes
<ul style="list-style-type: none"> <li>• Ensure Township development infrastructure design and construction compliance with Township Design Criteria and Standards and municipal by-laws.</li> <li>• 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.</li> <li>• Clearly communicate permit application requirements to ensure complete applications submitted. Process complete applications within defined service standards.</li> <li>• Assist property owners to achieve by-law compliant grading and drainage.</li> </ul>

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"> <li>• Environmental Protection Act, 1990</li> <li>• Conservation Authorities Act, 1990</li> <li>• Site Alteration By-law</li> <li>• Road Occupancy By-law</li> <li>• Fence By-law</li> <li>• Waste By-law</li> <li>• Township Design and Drawings Standards</li> <li>• Ontario Water Resources Act, 1990</li> <li>• Safe Drinking Water Act, 2002</li> </ul>	<ul style="list-style-type: none"> <li>○ DWQMS Standards</li> <li>• Clean Water Act, 2006</li> <li>• Drainage Act, 1990</li> <li>• Sustainable Water and Sewage Systems Act, 2002</li> <li>• Water and Wastewater Rates By-law</li> <li>• Sewer Use By-law</li> <li>• Water By-law</li> <li>• Waste Management Act, 1992</li> <li>• Waste Diversion Act, 2002</li> </ul>
	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
<b>Administrative and Construction Management</b> Administration of land development agreements,	<ul style="list-style-type: none"> <li>• Subdivision Agreements</li> <li>• Monitoring, oversight, and inspections on all development related construction projects</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-Construction meetings held minimum of (2) weeks in advance of construction commencement</li> <li>• (2) year Maintenance Period prior to municipal assumption</li> </ul>	<b>How Much</b>



<p>ensuring construction conforms to 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.</p>	<ul style="list-style-type: none"> <li>• Requests for final inspection for Maintenance Period from developer only (once as-built drawings submitted)</li> <li>• Deficiency identifications and notification to developer for rectification</li> <li>• Final inspection to Assumption completed upon receipt of revised As-Built drawings with rectified deficiencies</li> <li>• Letter of Credit reduction and release processing</li> <li>• Assumption of subdivision approval requests to Council and by-law registrations</li> </ul>	<ul style="list-style-type: none"> <li>• LC reduction processed within (15) business days from approval to move into Maintenance Period</li> <li>• LC Release processed within (5) business days of assumption</li> </ul>	<ul style="list-style-type: none"> <li>• (#) of permit applications received vs. (#) permits issued</li> <li>• (#) of permit inspections completed</li> <li>• (#) of drainage inspections completed</li> <li>• (#) of CRM cases triaged / type</li> <li>• (#) of developments in each stage at year end</li> </ul>
<p><b>Permits and Programs</b> Processing, issuance, and management of various development related permits in compliance with Township by-laws and provincial legislation.</p>	<ul style="list-style-type: none"> <li>• Intake, processing, and management of the following:             <ul style="list-style-type: none"> <li>○ Pool Permits</li> <li>○ Site Alteration Permits (Minor and Major)</li> <li>○ Entrance (Curb Cuts and Culverts) Permits</li> <li>○ Half Load Permits</li> </ul> </li> <li>• Coordination and scheduling of curb-cut and culvert installations associated with Entrance Permits + follow up inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Service level standards for permitting applicable to <b>complete</b> applications</li> <li>• Pool applications processed within (5) business days</li> <li>• Minor Site Alteration applications processed within (3) weeks</li> <li>• Major Site Alteration applications processed within (5) weeks</li> <li>• Entrance applications for curb-cuts &amp; culverts processed within (1) week with an additional (4) weeks for construction completion             <ul style="list-style-type: none"> <li>○ Construction season from May - October</li> </ul> </li> <li>• Half Load permit applications issued within (10) business days</li> </ul>	<p><b>How Well / Better Off</b></p> <ul style="list-style-type: none"> <li>• (%) of permit applications processed within time standards</li> <li>• (%) of drainage inspections requiring by-law involvement</li> <li>• (%) of development CRM cases acknowledged within service level standard (2 business days)</li> </ul>
<p><b>Drainage Inspections</b> Respond and investigate drainage complaints on public and private property.</p>	<ul style="list-style-type: none"> <li>• Respond and investigate drainage complaints on public and private property to determine source of cause</li> <li>• Educate residents on drainage issues caused by infractions with municipal by-laws or as a result of new construction on their private property.</li> </ul>	<ul style="list-style-type: none"> <li>• Upon request for inspection, a site investigation takes place within (3) weeks with follow up action and timelines determined based on context of investigation.</li> </ul>	
<p><b>Mosquito Control Program</b> Management of the Township's mosquito control program</p>	<ul style="list-style-type: none"> <li>• Planning, administration, and delivery of Mosquito control program in Pottageville only</li> <li>• Aerial spray of larvae over impact areas</li> </ul>	<ul style="list-style-type: none"> <li>• Annual spraying delivered in Q2</li> <li>• Notice of program implementation via newspaper and social media</li> </ul>	

## 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, sidewalk trimming and sidewalk inspections road asphalt patching, sidewalk repairs. It also responsible for Winter Road Maintenance including plowing, sanding, and salting of Township road, in addition to ditch & culvert cleaning and thawing, and gravel road maintenance. The division delivers the Senior Snow Removal Program and is responsible for annual approved traffic calming installations across King.
Service Objectives / Outcomes
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure all Township-owned transportation assets stay within a good state of repair for safe, effective, and efficient use.</li> <li>• Remain in compliance with all provincially regulated Minimum Maintenance Standards (MMS).</li> <li>• Address and resolve customer complaints and/or inquiries within MMS or administrative standards.</li> </ul>

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"> <li>• Highway Traffic Act, 1990</li> <li>• Municipal Act, 2001               <ul style="list-style-type: none"> <li>○ O.Reg.239/02</li> <li>○ O.Reg.366/18</li> </ul> </li> <li>• Snow Removal By-law</li> </ul>
	Mandatory	Core	General Operations	Provincial	
	Mandatory	Core	Winter Maintenance	Provincial	
	Mandatory	Core	Summer Maintenance	Provincial	
	Discretionary	Ancillary	Senior Snow Program	Council Approved	

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

	<ul style="list-style-type: none"> <li>● Patrol and repairs relating to:             <ul style="list-style-type: none"> <li>○ Potholes</li> <li>○ Shoulder Drop-Offs</li> <li>○ Signage</li> <li>○ Grading</li> <li>○ Hazards</li> <li>○ Debris and roadkill</li> <li>○ Catch-basins</li> <li>○ Ditches</li> <li>○ Road line visibility</li> <li>○ Grading (roads and shoulders)</li> <li>○ Sidewalks (including condition, cracks, hazards, weeds)</li> <li>○ Guiderail/post damage</li> </ul> </li> <li>● 24/7 emergency response</li> </ul>	<ul style="list-style-type: none"> <li>○ Traffic control signal sub-systems (s.14)</li> <li>○ Bridge or deck spalls (s.15)</li> <li>○ Roadway (and sidewalk) surface discontinuities (s.16)</li> </ul>	<p>service level standard (2 business days)</p> <ul style="list-style-type: none"> <li>● (%) of pothole repairs meeting MMS (14 days)</li> <li>● (%) of SSR properties completed within service level standard</li> <li>● (%) of roads and sidewalks cleared to MMS</li> <li>● (%) of total Township operated roads street swept within service level standard (end of Q2)</li> <li>● (%) of gravel roads with dust suppressant applied within service level standard</li> </ul>
<p><b>Summer Maintenance</b> Seasonal summer operations including street-sweeping, traffic calming installations, curb-cuts, and sod repairs.</p>	<ul style="list-style-type: none"> <li>● Seasonal operations (Q2, Q3)</li> <li>● Annual gravel road dust suppressant application</li> <li>● Annual street sweeping and road cleaning</li> <li>● Completion of scheduled curb-cuts and culvert replacements</li> <li>● Catch-basin cleaning</li> <li>● Annual pavement markings (paintings)</li> <li>● 24/7 emergency response</li> </ul>	<ul style="list-style-type: none"> <li>● Street sweeping and dust suppressant applied on gravel roads scheduled in Q2</li> <li>● Catch-basin cleaning completed annually (rotation of urban areas)             <ul style="list-style-type: none"> <li>○ Schomberg – every (3) years</li> <li>○ King City – every (3) years</li> <li>○ Nobleton – every (3) years</li> </ul> </li> <li>● Notification of one-time annual maintenance activities via Newspaper, Social Media</li> </ul>	
<p><b>Winter Maintenance</b> Seasonal winter maintenance operations including roads and sidewalk plowing, sand and salt application, and culvert snow removal / ice steaming.</p>	<ul style="list-style-type: none"> <li>● Seasonal operations (Q4, Q1, Q2)</li> <li>● Snow clearing and winter treatment maintenance on Township roads and sidewalks</li> <li>● Sand / Salt mix is (50/50) on paved roads and (90/10) on gravel roads</li> <li>● Culvert steaming as identified or requested</li> <li>● 24/7 emergency response</li> </ul>	<ul style="list-style-type: none"> <li>● <a href="#">Minimum Maintenance Standards</a> <ul style="list-style-type: none"> <li>○ Snow Accumulation (s.4); including significant weather events, bicycle lanes</li> <li>○ Ice Formation and Icy Roadways (s.5)</li> <li>○ Roadway (and sidewalk) surface discontinuities (s.16)</li> </ul> </li> <li>● Culvert steaming completed within (3) business days</li> </ul>	
<p><b>Senior Snow Program</b> Delivery of the senior snow removal programs (driveway windrow) for senior residents.</p>	<ul style="list-style-type: none"> <li>● 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</li> </ul>	<ul style="list-style-type: none"> <li>● Application form required for new program participants; existing participants must call annually to re-register for the following only.</li> <li>● Clearing completed within (24) hours <i>after</i> completion of snow clearing on roads and sidewalks             <ul style="list-style-type: none"> <li>○ Significant Weather Events will delay regular standard</li> </ul> </li> </ul>	



## 4.6 Environmental Services

<b>Service Description</b>
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.
<b>Service Objectives / Outcomes</b>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide exceptional customer service at a level that meets or exceeds Township customer service standards.</li> </ul>

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
	Offering	Type	Name	Level / Standard Source		
User Fees Tax Levy	Mandatory	Core	Water Operations and Maintenance	Provincial	<ul style="list-style-type: none"> <li>• Ontario Water Resources Act, 1990               <ul style="list-style-type: none"> <li>○ O. Reg. 903, 1990</li> </ul> </li> <li>• Safe Drinking Water Act, 2002               <ul style="list-style-type: none"> <li>○ DWQMS Standards</li> <li>○ O.Reg. 169/03</li> <li>○ O.Reg. 170/03</li> <li>○ O.Reg. 129/04</li> <li>○ O. Reg. 128/04</li> </ul> </li> <li>• Applicable ECA's</li> <li>• Occupational Health and Safety Act, 1990</li> <li>• Health Protection &amp; Promotion Act               <ul style="list-style-type: none"> <li>○ O.Reg. 319/08</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Water and Wastewater Rates By-law</li> <li>• Sewer Use By-law</li> <li>• Water By-law</li> <li>• Waste Management Act, 1992</li> <li>• Waste Diversion Act, 2002</li> <li>• Clean Water Act, 2006</li> <li>• Drainage Act, 1990</li> <li>• Sustainable Water and Sewage Systems Act, 2002</li> </ul>
	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)
<b>Water Operations, Maintenance and Monitoring</b> Operation, maintenance, and monitoring of all Township owned and operated drinking water treatment, and linear	<ul style="list-style-type: none"> <li>• Greater than 143 km of watermain operation, repair, and maintenance</li> <li>• (3) Large residential systems               <ul style="list-style-type: none"> <li>○ King City</li> <li>○ Nobleton</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">DWQMS standards</a></li> <li>• Regulatory standards for systems:               <ul style="list-style-type: none"> <li>○ Weekly, quarterly, and annual samples for lab analysis</li> <li>○ Weekly inspections</li> </ul> </li> </ul>	<b>How Much</b> <ul style="list-style-type: none"> <li>• (#) of water complaints</li> <li>• (#) of locate stakeouts</li> </ul>

<p>assets including four water distribution systems and associated infrastructure.</p>	<ul style="list-style-type: none"> <li>○ Schomberg</li> <li>● (1) Small residential system <ul style="list-style-type: none"> <li>○ Ansnorveldt</li> </ul> </li> <li>● (2) Well-sites; inclusive of residual and functional inspections, testing and lab analysis <ul style="list-style-type: none"> <li>○ Cold Creek</li> <li>○ Pottageville Lions Hall</li> </ul> </li> <li>● Annual watermain flushing <ul style="list-style-type: none"> <li>○ King City</li> </ul> </li> <li>● Semi-annual watermain flushing <ul style="list-style-type: none"> <li>○ Nobleton</li> <li>○ Schomberg</li> <li>○ Ansnorveldt</li> </ul> </li> <li>● Watermain swabbing – reactive only</li> <li>● Annual water quality audits and MECP inspections</li> <li>● (800) Hydrant operation, maintenance, and winterization</li> <li>● System valve operation x3 / year</li> <li>● DWQMS License management and maintenance</li> <li>● Response and stakeout of water locate requests</li> <li>● 24/7 Emergency response</li> <li>● Intake, response and/or attendance to water requests and complaints relating to: <ul style="list-style-type: none"> <li>○ Consumption</li> <li>○ Quality</li> <li>○ Water Meter deliveries and repairs</li> </ul> </li> <li>● Complaint / request appointments scheduled first come, first serve (Monday – Friday 8:00am – 3:00pm)</li> </ul>	<ul style="list-style-type: none"> <li>○ Chlorine residuals</li> <li>○ Schomberg nitrate monitoring</li> <li>○ System license renewals</li> <li>○ Operator licensing and training</li> <li>○ Annual MECP inspections</li> <li>○ Annual DWQMS audit <ul style="list-style-type: none"> <li>▪ Bi-annual document submissions</li> <li>▪ Tri-annual in-person interviews</li> </ul> </li> <li>● Notification of maintenance activities via newspaper, social media, and physical notices</li> <li>● Emergency locates staked out within (2) hours</li> <li>● Standard locates staked out within (5) business days</li> </ul>	<ul style="list-style-type: none"> <li>● (#) of locate stakeouts within required timeframes</li> <li>● Tonnage of all waste materials collected</li> <li>● # of solid waste complaints received per capita and comparable to the other N6</li> </ul> <p><b>How Well / Better Off</b></p> <ul style="list-style-type: none"> <li>● (%) of high consumption cases resolved without escalation to senior management</li> <li>● (#) of users on the Recycle Coach application</li> <li>● # of solid waste complaints received per capita</li> </ul>
<p><b>Wastewater Operations, Maintenance and Monitoring</b> 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.</p>	<ul style="list-style-type: none"> <li>● Over 99 km of sanitary sewer mains, service laterals and maintenance access chambers</li> <li>● Management and maintenance of (8) sewage pumping stations</li> <li>● Ownership, maintenance, and repair of fourteen grinder pumps on private property</li> <li>● Response and stakeout of sewer locate requests</li> <li>● (24/7) Emergency response</li> </ul>	<ul style="list-style-type: none"> <li>● x3 weekly inspections and maintenance at pumping stations</li> <li>● Monthly standby emergency power diesel equipment testing and inspection</li> <li>● Emergency locates staked out within (2) hours</li> <li>● Standard locates staked out within (5) business days</li> </ul>	



	<ul style="list-style-type: none"> <li>• Intake, response and/or attendance to wastewater requests and complaints relating to:             <ul style="list-style-type: none"> <li>○ Odor</li> <li>○ Back Ups</li> </ul> </li> </ul>		
<p><b>Stormwater Management</b> Planning for and managing stormwater systems that mitigate and control the impacts of man-made changes to the runoff and other components of the hydrologic cycle.</p>	<ul style="list-style-type: none"> <li>• Management of (20) wet ponds and (4) dry ponds and related linear infrastructure</li> <li>• 1500 Culverts</li> <li>• 2,200 Catch basins</li> <li>• 13 Oil Grit Separators</li> <li>• 100km of Storm Sewer</li> <li>• 350km of roadside drainage ditches</li> <li>• (24/7) Emergency response which may include lateral inspections, maintenance, and repairs</li> <li>• Response and stakeout of stormwater locate requests</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency locates staked out within (2) hours</li> <li>• Standard locates staked out within (5) business days</li> </ul>	
<p><b>Waste Management</b> 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.</p>	<ul style="list-style-type: none"> <li>• Collection of residential garbage, blue bin, green bin, and seasonal yard waste (excluding industrial , commercial, and institutional facilities)</li> <li>• Two free bags per household</li> <li>• Additional tagged bags for a fee up to a maximum of five.</li> <li>• Tagged bulky item and appliance collection scheduled by homeowners with Township contractor.</li> <li>• Hazardous/biomedical, car parts and/or construction waste excluded</li> </ul>	<ul style="list-style-type: none"> <li>• Blue and green bin collected weekly</li> <li>• Garbage collected bi-weekly</li> <li>• Yard waste collected bi-weekly from November to April only</li> <li>• Contractual obligation to collect items placed curbside by 7:00am on scheduled pickup day.</li> </ul>	
<p><b>Decommissioned Landfill Management</b> Maintenance of decommissioned waste disposal facilities no longer accepting waste for disposal.</p>	<ul style="list-style-type: none"> <li>• Management of all regulatory and remaining operational concerns surrounding (2) decommissioned landfill sites</li> <li>• MECP liaison</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Environmental Compliance Approval</a></li> </ul>	