



CORPORATE **SERVICE** INVENTORY



UPD.

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



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1. LEGEND		
Service Offering	Service Type	Service Level / Standard Source
<p>Mandatory The municipality has a statutory obligation to provide the service.</p>	<p>Core Direct services integral to the Township's statutory municipal obligations. Service level adjustments are unlikely.</p> <p>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.</p>	<p>Provincial - The service level or associated standards are informed by provincial legislation and/or regulations.</p>
<p>Essential The service is essential to business continuity and the delivery of mandatory service offerings and core services.</p>		<p>Council Approved The service level or associated standards are informed by a Council approved by-law, corporate policy, or directive.</p>
<p>Discretionary The municipality is not mandated to provide the service but may be Council directed or service traditionally provided.</p>		<p>Administrative The service level or associated standards are informed by the administration.</p>



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. The OCAO is also responsible for government relations, including engagement with relevant associations, federal, provincial, and other municipal governments, as well as economic development and related initiatives.

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.
Service Objectives / Outcomes
<ul style="list-style-type: none"> 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					<ul style="list-style-type: none"> Council Routine and Non-Routine Requests Policy
Sponsorships	Discretionary	Essential	Strategic Planning	Council Approved	
Grants	Discretionary	Ancillary	Corporate Performance Management	Council Approved	

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	<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 Well



operation of King. Management of the Term of Council Corporate Strategic Plan.			• (%) of strategic and operational performance reports published by standard time
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	

2.2 Government Relations & 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
Tax Levy Grants	Offering	Type	Name	Level / Standard Source	<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) • Council Routine and Non-Routine Requests Procedure
	Discretionary	Ancillary	Government Relations & Council Support	Council Approved	
	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
Government Relations & Council Support Providing direct support to the Mayor and Council, while also providing liaison services between Council, the administration and the public.	<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. • Mayoral Milestone Certificates (Greetings) for birthdays and wedding anniversaries 	<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 	How Much <ul style="list-style-type: none"> • (#) of business engagements and communications

	<ul style="list-style-type: none"> ○ Eligible birthdays include 75, 80, 90 and 100 ○ Eligible anniversaries include 50, 60, 70 ● Mayoral Ribbon Cutting Requests ● Lapel Pin Requests 	<ul style="list-style-type: none"> ● Certificates and Greetings must be submitted minimum (2) weeks in advance ● Ribbon Cutting and Lapel Pin requests must be submitted minimum (4) weeks in advance. 	<ul style="list-style-type: none"> ● (#) of successful Community Improvement Plan Grant applications ● (#) Council Routine requests received ● (#) Council Non-Routine requests received
<p>Business Development</p> <p>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.</p>	<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 ● 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"> ● (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 <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 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> ● Net (#) of new businesses in King ● (\$) non-residential tax base ● (\$) in CIP Grant funding received by successful applicants ● (%) of up-to-date Action Plan, Strategies and Studies ● (%) of Council Routine Requests responded to within standard
<p>Hospitality, Tourism and Recreation</p> <p>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.</p>	<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 	
<p>Programs, Plans and Strategies</p> <p>Development, management, and administration of economic development related programs, plans and strategies.</p>	<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 	<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 	

	<ul style="list-style-type: none"> ○ (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 ▪ 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 	<ul style="list-style-type: none"> ○ 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 	
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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 centre 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	
	Offering	Type	Name	Level / Standard Source		
Tax Levy	Mandatory	Core	Council, Governance Support and Elections	Provincial	<ul style="list-style-type: none"> Municipal Act, 2001 Municipal Freedom of Information and Protection of Privacy 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 Policy and Procedure Framework Policy Accountability and Transparency Policy 	<ul style="list-style-type: none"> Delegation of Powers and Duties Formal Complaint Policy Municipally Significant Events Policy Municipal Street Naming and Park Naming Policy Noise By-law Animal Control By-law Signs By-law Road Occupancy By-law Property Standards By-law Recruitment and Appointments 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
User Fees	Mandatory	Core	Legislative Services	Provincial		
	Discretionary	Ancillary	Permits, Licenses and Programs	Council Approved / Administrative		



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>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.</p>	<ul style="list-style-type: none"> • (7) Elected Members of Council (Mayor and (6) Ward Councillors) • Bi-weekly Council Meetings (summer break in July and August) • Monthly Public Planning Meetings • Monthly Accessibility Advisory Committee Meetings • Term of Council Elections Every (4) Years • Written Comments for Public Record and circulation to Council and staff • Speak to Council In-Person or Virtual 	<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 • Written Comments must be submitted by 12:00pm (noon) the day of meeting • Speaking to Council request requires pre-registration by 12:00pm (noon) the day of the meeting 	<p>How Much</p> <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 <p>How Well / Better Off</p>
<p>Legislative Services 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.</p>	<ul style="list-style-type: none"> • Formal Complaints • Ombudsman Interventions • Freedom of Information Requests • Planning Act and Heritage Act Publication of Notices and Circulations • 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 	<ul style="list-style-type: none"> • (%) of Council and Public Planning agendas published in accordance with the Procedural By-law • (%) 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
<p>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.</p>	<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) 	<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 Public Engagement

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.
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

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies
Tax Levy	Offering	Type	Name	Level / Standard Source	
	Discretionary	Ancillary	Communications and Public Engagement	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>Communications and Public Engagement</p> <p>Provision of communications and public engagement regarding information about Township business activities, new initiatives, projects/programs, special / community events and general or targeted updates/alerts. Responsible for the SpeaKING System Administration.</p> <p>Provision and coordination of communications relating to the corporate direction, initiatives, and informational updates significant to the general public.</p>	<ul style="list-style-type: none"> • Emergency / Service Alerts (Website) • Corporate X, Facebook, Instagram, and YouTube content management • LinkedIn co-content management • SpeaKING co-content management • King Bulletin E-Newsletter • Weekly King Sentinel presence • Media Releases as needed • Communications and Marketing Campaigns 	<ul style="list-style-type: none"> • Min. (2) social media post per business day of Township content • King E-Bulletin published monthly • (1) dedicated Township King Weekly Sentinel pages 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of media releases • (#) of social posts & post reach <p>How Well</p> <ul style="list-style-type: none"> • (%) of media releases that get other media pickup • (#) of social media followers • (#) of social media engagement • (#) of website page views • (#) of SpeaKING engagements • (#) of King Bulletin subscribers • King Bulletin open rate • King Bulletin click-through rate



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

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 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"> • 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

Service Description
The Capital Engineering Division provides the planning, design, approval, and execution of Township initiated capital projects. 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"> 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. 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	
	Offering	Type	Name	Level / Standard Source		
Tax Levy	Essential	Core	Capital Programs and Projects	Council Approved	<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 	<ul style="list-style-type: none"> Township Design and Drawings Standards 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
Development Charges	Discretionary	Ancillary	Permitting and Requests	Council Approved		
User Fees	Mandatory	Core	Utility Maintenance	Provincial		
	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
Capital Programs and Projects Management and oversight of the planning, design and construction	<ul style="list-style-type: none"> Annual Capital Projects and Programs Projects and Programs Environmental Assessment Act compliant 	<ul style="list-style-type: none"> Environmental Assessment Standards Guide 	How Much

<p>management of capital projects required to preserve or improve municipal assets. Provision of inspections to ensure all works conform to design standards and comply with contractor SOW and T&C's.</p>	<ul style="list-style-type: none"> • 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"> • 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 	<ul style="list-style-type: none"> • (#) of active projects by activity, stage, and value • (#) of permits, municipal consents and requests received • (#) of streetlight service requests • (#) of locate stakeouts (emergency vs. non-emergency) <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of projects within annual schedule and budget limits • (%) of approved annual projects planned and/or completed • (%) of permits, consents and requests processed within (10) business days • (%) of streetlight repairs completed within 14 days days (MMS)
<p>Permitting and Requests Respond to requests and manage drawing reproductions road occupancy permits, and requests for traffic calming.</p>	<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 • Approved traffic calming measures installed within (1) year (Requested before fall deadline) 	
<p>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.</p>	<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 	
<p>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.</p>	<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 	
<p>Master Planning and Strategies Develop Master Plans, multi-year plans and strategies, in consultation</p>	<ul style="list-style-type: none"> • DC Background Study • Water/Wastewater Rate & Study Guide • Master plans and strategies: 	<ul style="list-style-type: none"> • DC Study – (5) years • W/WW Rate Study – (5) years 	



<p>with the community, to guide decision making on Township owned assets and infrastructure.</p>	<ul style="list-style-type: none">○ Transportation Master Plan○ Water/Wastewater Master Plan○ Stormwater Management Master Plan○ Active Transportation Strategy○ Paving Strategy○ Traffic Calming Strategy○ Bridges & Structures Inspections○ 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● Strategies updated every (2) years● Minimum of (2) public engagement events, dedicated SpeaKING 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 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
	Offering	Type	Name	Level / Standard Source	
Tax Levy	Mandatory	Core	General Operations	Provincial	<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	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 pothole repairs completed How Well / Better Off <ul style="list-style-type: none"> • (%) of pothole repairs meeting MMS (14 days) • (%) of SSR properties completed within service level standard



	<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 <ul style="list-style-type: none"> ● 24/7 emergency response 	<ul style="list-style-type: none"> ○ Roadway (and sidewalk) surface discontinuities (s.16) 	<ul style="list-style-type: none"> ● (%) 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
<p>Summer Maintenance</p> <p>Seasonal summer operations including street-sweeping, and sod repairs.</p>	<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 	
<p>Winter Maintenance</p> <p>Seasonal winter maintenance operations including roads and sidewalk plowing, sand and salt application, and snow removal from culverts (where there is no boulevard storage).</p>	<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) 	
<p>Senior Snow Program</p> <p>Delivery of the senior snow removal programs (driveway windrow) for senior residents.</p>	<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 <i>after</i> completion of snow clearing on roads and sidewalks <ul style="list-style-type: none"> ○ Significant Weather Events will delay regular standard 	

4.5 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	
	Offering	Type	Name	Level / Standard Source		
User Fees Tax Levy	Mandatory	Core	Water Operations and Maintenance	Provincial	<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
	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		
	Discretionary	Ancillary	Mosquito Control Program	Administrative		

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	<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"> • 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 	How Much <ul style="list-style-type: none"> • (#) of discolored water complaints • (#) of high consumption inquiries and complaints triaged



<p>assets including four water distribution systems and associated infrastructure.</p>	<ul style="list-style-type: none"> ○ Ansnorveldt ● (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"> ○ System license renewals ○ Operator licensing and training ○ 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 	<ul style="list-style-type: none"> ● (#) of locate stakeouts ● Tonnage of all waste materials collected <p>How Well</p> <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 <p>*Note to reader: Reporting on regulatory water quality and standards, see: Drinking Water Quality</p>
<p>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.</p>	<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 	
<p>Stormwater Management Planning for and managing stormwater systems that mitigate and control the impacts of man-made changes to the</p>	<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 	<ul style="list-style-type: none"> ● Emergency locates staked out within (2) hours ● Standard locates staked out within (5) business days 	



<p>runoff and other components of the hydrologic cycle.</p>	<ul style="list-style-type: none"> • 13 Oil Grit Separators • 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 		
<p>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.</p>	<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. 	
<p>Decommissioned Landfill Management Maintenance of decommissioned waste disposal facilities no longer accepting waste for disposal.</p>	<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 	
<p>Mosquito Control Program Management of the Township's mosquito control program</p>	<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 	

4.6 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
	Offering	Type	Name	Level / Standard Source	
Tax Levy User Fees	Mandatory (Partial)	Ancillary	Forestry & Trees Management	Provincial	<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
	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 customer 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 ○ 275 street banner locations ○ 337basket 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 • Baseball dimond grading per use / as needed • 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 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 	

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
	Offering	Type	Name	Level / Standard Source	
Tax Levy	Mandatory	Core	Revenue and Taxation	Provincial Council Approved	<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



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>Revenue and Taxation</p> <p>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.</p>	<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 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of tax bills issued • (#) of utility bills issued <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of tax receivables in arrears • Tax (%) increase • (#) of water meters with “No Read” errors • (#) of water customer portal users

		<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
<p>Budget and Financial Reporting</p> <p>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.</p>	<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 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of annual budget engagements / type • (%) of payments made by type <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) total payments made online

6. 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).

6.1 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	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 Museum and associated exhibits. Planning and management of	<ul style="list-style-type: none"> • KHCC / Museum operations (staffed) Tuesday – Saturday 10:00am – 4:00pm • Coordination and management of (3) art and (6) heritage exhibits (in person and/or digital) 	<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 • (5-7) KHCC advertisements and promotions on social media per week 	How Much <ul style="list-style-type: none"> • (#) of KHCC exhibitions per year • (#) of indigenous initiatives



<p>heritage and culture annual initiatives, events and collection/management of artifacts and exhibits.</p>	<ul style="list-style-type: none"> • 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"> • 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 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> • (#) of volunteer hours • (#) of KHCC museum visitors • (#) of citizens engaged through the KHCC • (#) of attendees per event • (\$) raised from Mayor's events
<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.</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) • (5) Corporate events <ul style="list-style-type: none"> ○ Pancake Breakfast (annual) ○ Business Breakfast (annual) ○ Volunteer Appreciation (annual) ○ Mayor's Golf Tournament (annual) ○ Inaugural Ceremony (every 4 years) 	<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 	



6.2 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 the development and monitoring of community groups and partnership agreements. 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"> 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. Deliver high-quality responsive customer service to those who live, work, and do business in King. 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
	Offering	Type	Name	Level / Standard Source	
Tax Levy					<ul style="list-style-type: none"> Health Protection and Promotion Act, 1990 User Fee & Subsidization Policy Ice Allocation Policy Outdoor Sports Facility Allocation Policy Alcohol Management Policy Community Group Affiliation Policy Customer Service Standards Policy
User Fees	Discretionary	Ancillary	Recreational Programs	Administrative	
Sponsorships					
Grants	Essential	Core	ServiceKING	Council Approved	
	Discretionary	Ancillary	Rentals and Bookings	Council Approved Administrative	
	Discretionary	Ancillary	Community, Seniors and User Group Management	Council Approved	

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	<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 	<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"> Subsidized user fees up to a maximum of \$300 per participant per calendar year 	How Much <ul style="list-style-type: none"> (#) of programs offered (#) of customer cases created by ServiceKING



<p>and/or recurring programs for all ages</p>	<ul style="list-style-type: none"> ○ Summer Break ○ Winter Break ● High Five Accreditation Program ● (5) year Recreation Master Plan ● Community Assistance Program (CAP) 	<ul style="list-style-type: none"> ● 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 SpeaKING page 	<ul style="list-style-type: none"> ● (#) of ServiceKING community interactions / type ● (%) of ServiceKING customer cases closed annually ● (#) of rental and booking inquiries
<p>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.</p>	<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 ● ServiceKING Lite Locations <ul style="list-style-type: none"> ○ Trisan Center (25 Dillane Drive, Schomberg) ● Township Wide Recreation Centre (under construction). 	<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 acknowledgment 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> ● (#) of program participants ● (%) of ServiceKING customer cases where Service Level was met ● (%) of prime facility hours booked / type ● (%) of booking and rental applications processed within standard
<p>Community, Seniors, and User Group Management Coordination of Township community, seniors and user groups for assistance, subsidies and affiliations with the municipality.</p>	<ul style="list-style-type: none"> ● Seniors Center and Seniors Group ● Community Groups <ul style="list-style-type: none"> ○ Community Assistance Program (CAP) ○ User Fee & Subsidization Policy ○ Community Group Affiliation Policy 	<ul style="list-style-type: none"> ● Senior Group Registration processed within (7) business days ● Community Group Affiliation requests processed within (7) business days. ● Subsidies evaluated on a case by case basis 	
<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"> ● 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">○ (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• (2) High Ropes challenge course at Cold Creek• (24) Soccer fields• (8) Baseball diamonds• (6) Tennis courts		
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6.3 Active Living and Aquatics

Service Description
The Active Living & Aquatic Section leads the development in all fitness, health and wellness and aquatic programs and events throughout the municipality as well as the Community Centre Customer Service team. The section focuses on enhancing the quality of life for citizens and employees in King Township.
Service Objectives / Outcomes
<ul style="list-style-type: none"> Offer diverse and inclusive opportunities for all community demographics to get active and improve their physical and mental health through participation in recreational, active living and educational programming.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
	Offering	Type	Name	Level / Standard Source	
Tax Levy	Discretionary	Ancillary	Active Living	Administrative Provincial	<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
	Discretionary	Ancillary	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 Volleyball Pickleball 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 Pickleball - (4) days per week (All year, Mon - Thursday) - KTMC, King Arena, Nobleton Arena, Nobleton Public School and King City Public School Volleyball - (4) days per week (All year, Mon - Thursday) - KTMC, King Arena, Nobleton Arena, Nobleton Public School and King City Public School 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



6.4 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"> (5) in King City 	<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 <ul style="list-style-type: none"> Public engagements for Action Plans and Strategies, advertised a minimum of (10) 	How Much <ul style="list-style-type: none"> (#) of Cold Creek registered program participants (#) of Township and co-led greening initiatives How Well / Better Off <ul style="list-style-type: none"> Corporate GHG emissions rate (#) of plantings and invasive species removal (lbs.) through environmental stewardship

	<ul style="list-style-type: none"> ○ (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 	<p>business days prior to the event via social media, newspaper, website, and dedicated SpeakKING page</p>	
<p>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.</p>	<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 	

6.5 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 ◦ (4) Recreational Facilities <ul style="list-style-type: none"> ▪ Trisan Centre ▪ King City Arena and Community Centre ▪ Nobleton 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 service requests received and total hours spent • (#) of facility visitors How Well / Better Off <ul style="list-style-type: none"> • (%) of service requests completed within defined standards / by type of request



<p>operability of mechanical equipment. Oversee all alarms/security systems for municipal facilities.</p>	<ul style="list-style-type: none">▪ KTMC Gymnasium○ (3) Community Halls○ (7) Pump Houses○ (4) KTPL Locations○ (1) Seniors Centre○ (1) Old Seniors Centre○ (3) Fire Halls○ (4) Park Washrooms and Shelters• Coordination of testing and regular inspections completed on:<ul style="list-style-type: none">○ Security/alarm systems○ Refrigeration systems & indoor heaters at arena's○ HVAC and building automation systems○ Equipment efficiency○ Swimming pools and filtration system○ Fire/safety systems○ Generators• 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.	<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 (3-4 days) to build and maintain rink quality	
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6.6 Fire and Emergency Services

Service Description
<p>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. Further, the 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. 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. 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.</p>
Service Objectives / Outcomes
<ul style="list-style-type: none"> • Reduce fire related incidents through education and proactive code enforcement and 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. • 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. • Investigate fire-related incidents and in-house fires to identify origins and cause to prevent future incidents from occurring maintain high levels of customer service when responding to community complaints in a timely and efficient manner and • Issue permits in compliance with applicable municipal by-laws relating to fireworks and burning. • 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.

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 	<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
	Mandatory	Core	Inspections and Investigations	Provincial		
	Essential	Ancillary	Administration	Provincial Council Approved		



	Essential	Ancillary	Risk and Resilience	Provincial Council Approved	<ul style="list-style-type: none"> Highway Traffic Act (HTA) 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) 	<ul style="list-style-type: none"> Fire Department Policies and Procedures Municipal Act, 2001 Municipal Policies and Procedures Procurement Bylaw Municipal Emergency Plan – June 2020
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>Rescue and Operations</p> <p>Responsible for the third line of defense, Emergency Response, and provide pre-hospital medical care (defibrillation, standard first aid, CPR, symptom relief).</p>	<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 complement 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) 	<p>How Much</p> <ul style="list-style-type: none"> (#) of emergency responses by type (#) of inspections completed (#) of investigations completed <p>How Well</p> <ul style="list-style-type: none"> (#) of homes visited for the smoke alarm campaign program (#) of citizens engaged per education opportunity with FES
<p>Inspections and Investigations</p> <p>Provision and management of fire prevention and investigations</p>	<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"> Emergency burning complaints responded to within (1) hour 	

<p>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.</p>	<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"> ● Investigations completed within (2) business days of an incident or complaint ● Statutory reporting on incident origin and cause ● 	
<p>Administration</p> <p>Administration and effective management of all Fire Protection services, issuance of burn and sale of fireworks permits, and responsible for the care and protection of facilities, equipment, materials, services, and supplies.</p>	<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, SpeaKING digital engagements and FES demonstrations ● Management and coordination of volunteer recruitment, onboarding, and training ● Management of Fire Underwriters Superior Tanker Shuttle Service (STSS) 	<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 ● 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 	
<p>Emergency Management</p> <p>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 municipal services in times of an emergency.</p>	<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 ○ 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) 	<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 ● 	



	<ul style="list-style-type: none">• (2) standby-generators installed at the following facilities (managed by Facilities):<ul style="list-style-type: none">◦ Trisan Centre• King City Fire Hall		
<p>Life and Safety Education</p> <p>Delivery of public education events and programs to promote fire and life safety practices, and fire prevention.</p>	<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
	Offering	Type	Name	Level / Standard Source	
Tax levy	Essential	Core	KTPL Board Administration	Provincial Board Approved	<ul style="list-style-type: none"> • Public Libraries Act, 1990 • Municipal Act, 2001
User Fees	Essential	Core	Branch Services	Provincial Board Approved	



SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
<p>KTPL Board Administration</p> <p>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.</p>	<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. 	<p>How Well/Better Off</p> <ul style="list-style-type: none"> • (#) in person branch visits • (#) of card holders/members • (%) of survey respondents satisfied with KTPL service (Strat Plan survey/consultation 4 years)
<p>Branch Services</p> <p>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.</p>	<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. • Ansnorveldt – 24/7 self-serve holds pickup & returns only, by-appointment in-person services • In-person patron assistance includes: • 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 • 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		
<p>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.</p>	<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



<p>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).</p>	<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. 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.

8.1 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, 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	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 2022-053 • 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 (2022-053) • Development Charges By-law 2021-002 • Cash-in-Lieu of Parkland By-law • Site Plan Control By-law 2022-010 • Official Plan (2019) • Green Development Standards • Township Design and Drawings Standards
Development Charges	Mandatory	Core	Planning Approvals	Provincial Council Approved		
User Fees	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 ○ Ability to appeal decisions to OLT within (20) days of decision • Major Site Plan Applications <ul style="list-style-type: none"> ○ Director Approval Required (Chief Planner) ○ Site Plan Agreement development and execution • Part Lot Control <ul style="list-style-type: none"> ○ Council 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 OLT 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 by type • Time (hrs.) spent on planning related inquiries <p>How Well</p> <ul style="list-style-type: none"> • (%) of planning application decisions within legislated standard



	<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)		
<p>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.</p>	<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	

8.2 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, Building Permit Lot Grading, Stormwater approvals, Pool, Entrance, Hard Landscaping Exemption.
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. • Provide technical assistance to the By-law Division with grading and drainage complaints.

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies	
	Offering	Type	Name	Level / Standard Source		
Tax Levy					<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
Development Charges	Discretionary	Ancillary	Design and Construction Management	Council-Approved		
User Fees	Discretionary	Ancillary	Permitting and Programs	Council Approved		
	Discretionary	Ancillary	Drainage Inspections	Administrative		

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 Township design standards,	<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 and (#) of permits issued



<p>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"> • 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 permit inspections completed • (#) of developments (by stage at year end) <p>How Well</p> <ul style="list-style-type: none"> • (%) of complete permit applications meeting service level standards • (%) of permit inspections resulting in minor variance or hard landscaping exemption requirement
<p>Permits and Programs 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"> • 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 ○ Hard Landscaping Exemption Permits ○ Lot Grading for Building Permits • Coordination and scheduling of curb-cut and culvert installations associated with Entrance Permits + follow up inspections • Stormwater approvals 	<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 	

8.3 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 • SpeaKING 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) • (%) of progress on active projects How Well / Better Off <ul style="list-style-type: none"> • (%) 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, SpeaKING, Newspaper, E-Bulletins and Social Media	<ul style="list-style-type: none">• (%) of annual projects meeting statutory engagement standards
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8.4 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 and 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
	Offering	Type	Name	Level / Standard Source	
Tax Levy	Mandatory	Core	Municipal Law Enforcement	Provincial	<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 Provincial Offences Act, R.S.O. 1990, c P.33
User Fees	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 orders, pre-summons and notices issued (#) of parking ticket warnings and parking tickets issued



<p>finances, orders, and escalation to courts where applicable.</p>			<ul style="list-style-type: none"> • (#) of sign permit applications processed
<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, exemption processes, screenings, and hearings for 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 • Facilitate adjudication Screenings and setup hearing appointments • Intake and processing of Parking Permit applications (exemption from applicable by-law violations) 	<ul style="list-style-type: none"> • Screenings are reviewed and decision provided within (7) business days. <ul style="list-style-type: none"> ○ Reductions considered in accordance with AMPS • Parking Permit applications are automatically processed based on pre-set criteria in compliance with the Parking By-law 	<p>How Well</p> <ul style="list-style-type: none"> • (%) of sign permit applications processed within standard
<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 	

8.5 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 building permits issued • (#) of inspections completed How Well <ul style="list-style-type: none"> • (%) of complete building permit applications processed within defined standards • (%) of passed septic program inspections



	<ul style="list-style-type: none"> • Property Information Request (PIR) • Sewage System Information Request (SSIR) • Property Compliance Letter 	<p>Residential Building [Large Building]– (20) Business Days</p> <ul style="list-style-type: none"> ○ Large Complex Buildings or Multi-Story Residential Buildings More than 18 Meters Tall [Complex Building] – (30) Business Days <ul style="list-style-type: none"> • <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) 	
<p>Building Inspections Enforcement and compliance monitoring of all aspects of the Ontario Building Code.</p>	<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 	