



Service Inventory

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

1. GREENING KING

Service Description
The service area of Greening King is dedicated to enhancing the environmental sustainability and quality of life in the community. This includes comprehensive garbage and recycling programs to manage waste effectively and promote recycling. The maintenance and development of parks, trails, and open spaces provide residents with recreational opportunities and green spaces for relaxation and enjoyment. Forestry and tree management ensure the health and growth of the town's urban forest, contributing to cleaner air and natural beauty. Additionally, climate change initiatives focus on reducing the township's carbon footprint and promoting eco-friendly practices. Together, these services work to create a greener, healthier, and more sustainable community for all residents.

1.1 Garbage and Recycling

Service Based Area	
Garbage and recycling services for a municipality are essential for maintaining cleanliness and environmental sustainability. These services involve the regular collection and proper disposal of household waste, as well as the recycling of materials such as paper, plastic, glass, and metal. By efficiently managing waste, municipalities help reduce pollution, conserve natural resources, and promote a healthier living environment for residents. Effective garbage and recycling programs also support community efforts to minimize landfill use and encourage responsible waste management practices.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none">Environmental Services
Community Services	<ul style="list-style-type: none">Sustainability and Environmental Outreach

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies
<ul style="list-style-type: none"> Tax Supported Other Revenue and Recoveries 	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Environmental Protection Act, 1990 Resource Recovery and Circular Economy Act, 2016 Municipal Act, 2001 Waste Management Act, 1992
	Mandatory	Core	Waste Management	Provincial	
	Mandatory	Core	Decommissioned Land Fill Management	Provincial	

	Discretionary	Ancillary	Recycling Programs	Administrative	<ul style="list-style-type: none"> Waste Diversion Act, 2002 Waste By-law (2018-77) 2024 King Climate Action Plan
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SUB-SERVICES			
Name and Description	Service Level	Service Standard	Headline Performance Measures
Waste Management Management of the Township's waste collection and diversion program. Creation and support of waste related initiatives. Contract administration, customer service, promotion and education on all programs relating to waste management, collections, and diversion.	<ul style="list-style-type: none"> Collection of residential garbage, blue bin, green bin, and seasonal yard waste (excluding industrial, commercial, and institutional facilities) (2) free household garbage bags collected per household <ul style="list-style-type: none"> Additional tagged bags for a fee up to a maximum of (5) Tagged bulky item and appliance collection scheduled by homeowners with Township contractor. Hazardous/biomedical, car parts and/or construction waste NOT collected 	<ul style="list-style-type: none"> Blue and green bin collected weekly Garbage collected bi-weekly Yard waste collected bi-weekly from April through the first week of December Contractual obligation to collect waste items placed curbside by 7:00am on scheduled pickup day 	How Much <ul style="list-style-type: none"> Volume of tonnage collected (<i>textiles, batteries, e-waste garbage, compost, blue bin, yard waste</i>) How Well / Better Off <ul style="list-style-type: none"> (#) of users on the recycle coach application Average (#) of GFL weekly waste related complaints per 10000 residents
Decommissioned Landfill Management Maintenance of decommissioned waste disposal facilities no longer accepting waste for disposal.	<ul style="list-style-type: none"> Management of all regulatory and remaining operational concerns surrounding (2) decommissioned landfill sites Ministry of the Environment, Conservation and Parks liaison 	<ul style="list-style-type: none"> Environmental Compliance Approval 	
Recycling Programs Management and delivery of Township community recycling programs.	<ul style="list-style-type: none"> Textile Diversion Program, inclusive of (8) bin locations (24/7): <ul style="list-style-type: none"> (5) in King City (1) in Nobleton (1) in Schomberg Free home pickup services available Battery Recycling Program 	<ul style="list-style-type: none"> Community e-Waste events promoted a minimum of (10) business days in advance via Township website, newspaper and social media 	

	<ul style="list-style-type: none"> ○ Standard single use batteries accepted in sealed plastic bags with ends sealed with tape at (7) locations (during operational hours): <ul style="list-style-type: none"> ▪ (3) in King City ▪ (2) in Nobleton ▪ (2) Schomberg • Compostable food service items available for purchase (discount for Community Groups) • Community Electronic Waste Recycling Events 		
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1.2 Parks and Forestry Services

Service Description	
<p>Parks, trails, and open spaces are essential for the Township as they provide numerous benefits to the community. These areas offer residents opportunities for recreation, relaxation, and physical activity, which contribute to overall health and well-being. Moreover, they serve as vital green spaces that enhance the township's aesthetic appeal, promote biodiversity, and support environmental sustainability. Additionally, parks and trails foster a sense of community by providing spaces for social interactions, events, and activities. By maintaining and developing these areas, the township ensures a high quality of life for its residents and preserves natural resources for future generations. Forestry and tree management services are crucial for maintaining the health and sustainability of urban forests, street trees and park trees in a municipality. These services include planting, pruning, and removing trees to ensure safety and promote growth. Effective tree management helps prevent hazards such as falling branches and trees, which can cause property damage and pose risks to public safety. Additionally, these services provide environmental benefits, such as improved air quality, reduced urban heat island effects, and enhanced biodiversity. By managing the urban forest effectively, municipalities can create a greener, healthier, and more vibrant environment for residents and visitors.</p>	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Parks and Forestry Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conservation Authorities Act, 1990 Forestry Act, 1990 Highway Traffic Act, 1990 Public Parks Act, 1990 Weed Control Act, 1990 Tree By-law (73-54) Parks, Facilities and Loitering By-law (2016-103) 2015-2019 Streetscaping and Beautification Plan Memorial Bench and Tree Donation Policy (COR-POL-108) Corporate Asset Management Policy (COR-POL-132) Outdoor Sports Facility Allocation Policy (COR-POL-129)
Other Revenues and User Fees	Discretionary	Ancillary	Parks, Trails and Open Spaces	Council Approved Administrative	
	Discretionary	Ancillary	Forestry and Trees Management	Provincial Council Approved Administrative	

					<ul style="list-style-type: none"> • Video Surveillance Policy (COR-POL-157) • Parks & Trails Master Plan
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Parks, Trails, and Horticulture Operations 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.	<ul style="list-style-type: none"> • Seasonal (April – October) maintenance and operations of: <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 ○ 337 basket and barrel locations ○ 90 hectares of parkland ○ 205 hectares of open space ○ (14) Heritage Cemeteries maintained • Year-round maintenance and operations of: <ul style="list-style-type: none"> ○ 21 parkettes and playgrounds ○ 100 garbage locations 	<ul style="list-style-type: none"> • Emergency response on-site within (1)hr • Service / Work Order Completion <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 diamond grading per use / as needed 	How Much <ul style="list-style-type: none"> • (#) of customer service requests received How Well / Better Off <ul style="list-style-type: none"> • (%) of service orders completed within defined standards • (%) of rotations and maintenance completed within defined standard • (%) compliance with provincial standards for inspections

	<ul style="list-style-type: none"> • Memorial Bench and Tree Donation Program accepts applications year-round 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"> • 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 • Memorial Bench and Tree Donation installations from June to November 	
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 <ul style="list-style-type: none"> ○ 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 municipal tree watering for (1) month post planting only 	

1.3 Climate Change and Environmental Stewardship

Service Description	
<p>The importance of climate change initiatives for the Township is emphasizing the need to develop environmentally sustainable solutions that reduce the Township's footprint and mitigate the impacts of climate change. Climate change initiatives are crucial for the Township as they aim to reduce greenhouse gas emissions, protect natural resources, and enhance the resilience of the community against the adverse effects of climate change. These initiatives include developing and implementing a Climate Change Action Plan, promoting green development standards, and investing in sustainable infrastructure and practices. By taking proactive measures, the Township can ensure a healthier environment and improve the overall quality of life for its residents.</p>	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Sustainability and Environmental Outreach
Public Works	<ul style="list-style-type: none"> Environmental Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Environmental Protection Act, 1999 Conservation Authorities Act, 1990 Mosquito Control By-law (2005-39) 2024 King Climate Action Plan 2024-2029 Corporate Energy & Conservation Management Plan
Other Revenues and User Fees	Discretionary	Ancillary	Environmental Stewardship & Climate Change	Council Approved Administrative	
	Discretionary	Ancillary	Mosquito Control Program	Council Approved	

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	<ul style="list-style-type: none"> King Environmental Action Team (Terms of Reference) <ul style="list-style-type: none"> Meeting schedule determined annually 	<ul style="list-style-type: none"> King Environmental Action Team reporting by November 31st annually All environmental stewardship workshops, programs or initiatives 	How Much <ul style="list-style-type: none"> (#) of plantings & invasive species removal (m2)

<p>authorities, residents, and other partners to plan and implement initiatives, programs or events that promote, protect, and sustain our natural environment.</p>	<ul style="list-style-type: none"> • Workshops, events, and programs relating to: <ul style="list-style-type: none"> ○ Tree Planting ○ Community Clean Up ○ Guided Hikes ○ Invasive Species Identification & Removal ○ Cycling Initiatives ○ Representation at Township Events ○ Environmental Workshop Development • Maintain (2) community gardens in Schomberg and King City, plots available for community purchase • Food Cycler Program <ul style="list-style-type: none"> ○ Subsidized Food Cycler costs • Seasonal Invasive Species Removal Program (April – October) • Development and implementation of the following plans reviewed every (5) years: <ul style="list-style-type: none"> ○ King Climate Change Action Plan ○ Corporate Energy Management Plan ○ Public or stakeholder engagements for all master plans and strategy initiatives (virtual and/or in-person) • Program maintenance and management: <ul style="list-style-type: none"> ○ Mayors Monarch Pledge ○ Bird Friendly City ○ Bee City Certification 	<p>advertised a minimum of (10) business days in advance</p> <ul style="list-style-type: none"> • 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) business days prior to the event via social media, newspaper, website, and dedicated SpeaKING page 	<p>through environmental stewardship</p> <ul style="list-style-type: none"> • (#) of Township and co-led greening initiatives • (#) of community climate change initiatives • (#) Of Cold Creek Visitors <p>How Well / Better Off</p> <ul style="list-style-type: none"> • Corporate GHG emissions rate • GHG emissions reduction (community)
<p>Mosquito Control Program Management and delivery of the annual 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 minimum (10) business days in advance via website, newspaper and social media 	

2. KEEPING KING SAFE

Service Description
This service area, encompassing Fire and emergency services, Animal services, Bylaw services, and traffic calming plays a crucial role in maintaining the safety and well-being of the community. Fire and emergency services are dedicated to responding swiftly to fires, medical emergencies, and other critical incidents, ensuring the protection of lives and property. Animal services focus on the welfare of animals, addressing issues such as stray animals, animal cruelty, and pet adoptions. Bylaw services ensures that local regulations are followed, addressing concerns like noise complaints, property maintenance, and illegal dumping. Traffic calming measures are implemented to enhance road safety, reduce speeding, and create safer environments for pedestrians and cyclists. Together, these services work collaboratively to create a secure, orderly, and compassionate community.

2.1 Animal Services

Service Description	
Animal services are dedicated to ensuring the welfare and safety of animals within the community. They address issues such as stray animals, animal cruelty, and pet adoptions. Their responsibilities include rescuing and caring for lost or abandoned animals, investigating reports of animal abuse, and promoting responsible pet ownership through education and outreach programs. It also includes issuing licences, collecting fees, and maintaining accurate records for registration of dogs and cats.	
Contributing Departments	Contributing Divisions
Corporate Services	<ul style="list-style-type: none">Clerk’s
Growth Management Services	<ul style="list-style-type: none">By-law Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Corporate Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Provincial Animal Welfare Services Act, 2019 Animal Control By-law 2016-85
Other Revenues and User Fees	Discretionary	Ancillary	Animal Services	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Animal Services Services for domestic and wildlife animals covering pet control, shelter services and wildlife rescue. Local by-laws regulate pet ownership, care standards and prohibited species.	<ul style="list-style-type: none"> Domestic Animal Services <ul style="list-style-type: none"> Cats and dogs <ul style="list-style-type: none"> Responding to stray or at-large animals Investigating stoop and scoop violations Enforcing pet licensing and leash by-laws Animal shelter services Emergency response for domestic animal issues Wildlife Services <ul style="list-style-type: none"> Rescue and rehabilitation for sick, injured or orphaned animals Expert advice on wildlife concerns Enforcement of Animal Control By-law <ul style="list-style-type: none"> Pet care standards Limits on pet numbers Prohibited animal regulation Application intake and processing for: <ul style="list-style-type: none"> Kennel and Doggie Day Care (includes Animal Services inspection) 	<ul style="list-style-type: none"> Patrol and Enforcement <ul style="list-style-type: none"> Conducted early in the morning and evening in parks, roads and sidewalks (unless otherwise specifically requested via customer service) Shelter Services <ul style="list-style-type: none"> Animal Shelter is open Monday to Saturday Animal Shelter emergency response available 24/7 Wildlife Services <ul style="list-style-type: none"> Daily hotline from 9:00am to 6:00pm Calls returned within (1) hour Service level standards applicable to complete applications <ul style="list-style-type: none"> 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 	<i>Related performance measures captured in Serving King (Licensing Services) as well as By-law Services (By-law Enforcement)</i>

2.2 Fire and Emergency Services

Service Description	
Fire and emergency services are dedicated to protecting lives and property by responding swiftly to fires, medical emergencies, and other critical incidents. These services often include volunteer firefighters who play a crucial role in the community. Volunteer firefighters are trained professionals who offer their time and skills to assist in emergency situations. Their commitment and bravery ensure that the community receives prompt and effective emergency response, enhancing overall safety and resilience.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Fire and Emergency Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported Other Revenues and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Criminal Code, 1985 Fire Protection and Prevention Act, 1997 (FPPA) Ontario Building Code (OBC) Act, 1992 Occupational Health and Safety Act, 1990 Section 21 Committee Provincial Offences Act, 1990 Municipal Act, 2001 Highway Traffic Act, 1990 Municipal Freedom of Information and Protection of Privacy Act, 1990 Workplace Safety and Insurance Act, 1997 Coroners Act, 1990 National Fire Protection Association (NFPA) Standards Establishing and Regulating By-law (2019-56) Open Air Burning By-law (2015-109) Sale, Use and Display of Fireworks By-law (2022-032)
	Mandatory	Core	Rescue Operations	Provincial	
	Mandatory	Core	Inspections and Investigations	Provincial Council Approved	
	Essential	Ancillary	Administration	Council Approved Administrative	
	Essential	Ancillary	Life Safety Education	Administrative	

					<ul style="list-style-type: none"> • Municipal Emergency Plan – June 2020 • Fire Master Plan Report
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Rescue and Operations Responsible for the third line of defense, Emergency Response, and provide pre-hospital medical care (defibrillation, standard first aid, CPR, symptom relief).	<ul style="list-style-type: none"> • Protection for an area of 333 sq. kms and a population of 28,000 residents • Serviced by three (3) Firehouses and a 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 <i>Awareness Level</i>, rope rescue, ice/water rescue and hazardous 	<ul style="list-style-type: none"> • NFPA Standards: <ul style="list-style-type: none"> ○ 1670 ○ 1006 ○ 1720 ○ 1001 ○ 1002 ○ 1021 ○ 1041 ○ 1072 ○ 1142 ○ 1407 • Fire Underwriters Survey <ul style="list-style-type: none"> ○ Uninterrupted supply of water at a minimum of 400gpm for (120) minutes (Commercial) ○ Uninterrupted supply of water at a minimum of 200gpm for (120) minutes (Residential) 	How Much <ul style="list-style-type: none"> • (#) of emergency responses / type • (#) of emergency responses / type • (#) of inspections completed • (#) of investigations completed • (#) of engagement opportunities by type How Well / Better Off <ul style="list-style-type: none"> • (#) of homes visited for the smoke alarm and home escape program & smoke alarm checks • (#) of people engaged / per opportunity type / demographic

	material response up to the Operations Level and large animal rescue.		
Inspections and Investigations Provision and management of fire prevention and investigations initiatives/operations to reduce the threat to life and property due to the adverse effects of fire. Compliance and enforcement management in accordance with the FPPA and Ontario Fire Code and for Fire Investigations including origin and cause.	<ul style="list-style-type: none"> • 24/7 intake of burning complaints • Quarterly inspections per year per school • Annual business inspections <ul style="list-style-type: none"> ◦ Commercial and industrial – quarterly inspections • Occupancy fire safety inspections • Investigations completed after every fire incident or in response to complaints 	<ul style="list-style-type: none"> • Emergency burning complaints responded to within (1) hour • Investigations completed within (2) business days of an incident or complaint • Statutory reporting on incident origin and cause • 	
Administration 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.	<ul style="list-style-type: none"> • Burn and Sale of Fireworks Permits • Annual (1) month Emergency Preparedness Campaign including promotional content via all Township communication outlets, SpeakKING digital engagements and FES demonstrations • Management and coordination of volunteer recruitment, onboarding, and training • 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) • (2) standby-generators installed at the following facilities (managed by Facilities): <ul style="list-style-type: none"> ◦ Trisan Centre • King City Fire Hall 	<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 • 	
<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 	<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 	

	<ul style="list-style-type: none"> • 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 		
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2.3 By-law Services

Service Description	
Bylaw services are responsible for ensuring that local regulations and ordinances are followed within the community. These services address a variety of issues, including noise complaints, property maintenance, illegal dumping, and other violations of municipal bylaws. Bylaw enforcement officers work to maintain order and safety by investigating complaints, issuing warnings or fines, and educating residents about local laws. Their efforts help to create a clean, safe, and orderly environment for all community members.	
Contributing Departments	Contributing Divisions
Growth Management Services	<ul style="list-style-type: none"> By-law Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Building Code Act, 2001 Highway Traffic and Offences Act, 1988 <ul style="list-style-type: none"> O.Reg. 273/07 – Administrative Monetary Penalties (AMPS) Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 333/07 – Administrative Penalties Planning Act, 2001 Provincial Offences Act, 1990 Re-Opening Act, 2001 Administrative Monetary Penalty System (AMPS) By-law (2022-040)
Other Revenues and Recoveries	Mandatory	Core	Municipal Law Enforcement	Provincial Council Approved	

	Mandatory	Core	Parking Enforcement	Provincial Council Approved	<ul style="list-style-type: none"> • AMPS Penalties for Parking Violations By-law (2022-041) • AMPS Appointment of Hearing Officers By-law (2022-042) • By-law Enforcement Services Corporate Policy (COR-POL-140) • Undue Hardship - AMPS Corporate Policy (COR-POL-148) • Appointment of Screening and Hearing Officers Amended – AMPS Corporate Policy (COR-POL-149) • Conflict of Interest Code of Conduct – AMPS Corporate Policy (COR-POL-150) • Public Complaints – AMPS Corporate Policy (COR-POL-151) • Financial Management and Reporting for AMPS – AMPS Corporate Policy (COR-POL-152) • Political Interference – AMPS Corporate Policy (COR-POL-153) • Township of King: By-law's Inventory
	Discretionary	Ancillary	Permits	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 fines,	<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 • By-law Inventory 	<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 sign permit applications processed 	

orders, and escalation to courts where applicable.		<ul style="list-style-type: none"> • Updates to cases via By-law Investigation Map 	How Well / Better Off <ul style="list-style-type: none"> • (#) of parking ticket warnings and parking tickets issued • (#) of administrative monetary penalties issues and (\$) revenues earned • (#) of bag signs removed • (%) of completed sign permit applications processed within standard (5 business days)
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.	<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) • By-law Inventory 	<ul style="list-style-type: none"> • Screenings are reviewed and decisions are 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 	
Permits Processing, issuance, and management of Sign Permits in compliance with the Township Signs by-laws.	<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 	

2.4 Traffic Calming & Safety

Service Description	
Traffic calming and safety services are designed to enhance road safety and improve the quality of life in residential areas. Traffic calming programs are aimed at reducing vehicle speed through the implementation measures such as speed bumps, bollards, and road narrowing to reduce vehicle speeds and discourage through traffic. Traffic safety programs are aimed at creating a safer road-user experience for all users and reducing the risk of incidents. By creating safer environments for pedestrians and cyclists, traffic calming services help to prevent accidents and promote a more peaceful and livable community. These efforts contribute to a safer and more enjoyable experience for all road users.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Capital and Infrastructure Services Transportation Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Highway Traffic Act, 1990 Ontario Traffic Manual Book 5 Administrative Monetary Penalty System (AMPS) By-law (2022-040) Traffic Calming Policy (COR-POL-134) Community Safety Zone Warrant Criteria Policy (COR-POL-159) Traffic By-law (2017-103)
	Essential	Core	Traffic Calming	Council-Approved	
	Essential	Core	Traffic Safety	Provincial Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Traffic Calming Intake, processing and evaluation of all traffic calming requests, studies and implementations to	<ul style="list-style-type: none"> Traffic Calming Strategy and Policy Intake of Traffic Calming Requests <ul style="list-style-type: none"> Initiated via petitions with minimum support of 20% of households within the identified area 	<ul style="list-style-type: none"> Traffic Calming Policy updated every (5) years. Request Intake Period <ul style="list-style-type: none"> Requests can be submitted to the Township any time of the year 	<i>Related performance Measures currently under development</i>

<p>encourage slower driver behavior on local roads.</p>	<ul style="list-style-type: none"> ○ Initiated by Council recommendation • Initiation <ul style="list-style-type: none"> ○ Request is received and screened against criteria • Selection <ul style="list-style-type: none"> ○ If all screening criteria are met, requests are evaluated using warrant criteria ○ If warrant criteria shows need of traffic calming measures, treatments are selected for design • Implementation <ul style="list-style-type: none"> ○ Letter of impending traffic calming sent to local residents ○ Measures are constructed and installed • Evaluation <ul style="list-style-type: none"> ○ Measures are monitored • Traffic Calming Request Study Queue available on Township website 	<ul style="list-style-type: none"> ○ Any request submitted after September 15th will be evaluated for the following year's evaluation • Data Collection Period <ul style="list-style-type: none"> ○ Any necessary traffic data will be collected prior to October 31st in order to conduct the evaluation of traffic calming warrant • Evaluation Period <ul style="list-style-type: none"> ○ The data will be evaluated and prioritized from November 1st to February 28th based on the Traffic Calming Strategy • Implementation Period <ul style="list-style-type: none"> ○ Selected traffic calming measures will be procured between March 1st to April 31st (if in-house staff resources and expertise not available) and implemented between May 1st and June 3rd • Monitoring Period <ul style="list-style-type: none"> ○ Monitoring of recently installed traffic calming measures will be conducted between September 1st and October 31st 	
<p>Traffic Safety</p> <p>Management of all traffic safety related requests, studies to reduce road related incident risk and increase safety for all users. Provision of crossing guard services near primary school locations.</p>	<ul style="list-style-type: none"> • Establishment of Community Safety Zones (CSZs) for roadway areas where public safety is of special concern to the community allowing for the doubling of fines • CSZ's established where Warrant Criteria can be met <ul style="list-style-type: none"> ○ Schools ○ Designated Areas of Special Concern (must include): <ul style="list-style-type: none"> ▪ Neighborhood petition of minimum 65% of residents ▪ 40km/hr speed limit 	<ul style="list-style-type: none"> • Community Safety Zone (CSZ) petitions can be submitted to the Township any time of the year • CSZ's reviewed minimum every (5) years to identify new schools or areas of concern • Automated Speed Enforcement (ASE) advisement signage erected (90) days prior to camera activation • ASE signage posted for duration of camera in use • Crossing Guard Services -- (30) minutes provided in the AM and PM 	

	<ul style="list-style-type: none"> ▪ Access to Township park or trailhead with parking ▪ Realized pedestrian safety risk • Automated Speed Enforcement Program (ASE) <ul style="list-style-type: none"> ○ Camera rotations across all Township CSZ's • Crossing guard services provided at (2) locations for (1) hour Monday – Friday while primary schools are in session 	<ul style="list-style-type: none"> ○ 7:40am – 8:10am ○ 3:40pm – 4:10pm 	
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3. MAINTAINING KING

Service Description
The service area for Maintaining King includes a wide range of responsibilities aimed at ensuring the township's infrastructure is safe, functional, and well-maintained. This includes road maintenance to keep streets in good condition, winter maintenance to manage snow and ice, and sidewalk upkeep to ensure pedestrian safety. Additionally, the service area covers street lighting to enhance visibility and security, facility maintenance to keep public buildings in optimal condition, fleet services to manage and maintain the township's vehicles, and asset management to oversee and preserve the township's physical assets. Together, these services work to provide a well-maintained and efficient environment for all residents and visitors.

3.1 Asset Management

Service Description	
Implementation and overall management of the Asset Management Program and Plan (and associated Policies). This sub-division also maintains tangible capital asset inventory for all municipal infrastructure and inventory of accurate assessments, records asset conditions and life cycle status. Asset management also provides engineering analysis and undertakes studies related to lifecycle needs for new and existing infrastructure.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> • Asset Management • Capital and Infrastructure Services • Parks & Forestry Services • Transportation Services • Environmental Services
Community Services	<ul style="list-style-type: none"> • Facility Services
Finance	<ul style="list-style-type: none"> • Budget and Financial Reporting • Insurance and Risk Management

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
	Offering	Type	Name	Level / Standard Source	

Property Tax Supported Other Revenue and Recoveries	Mandatory	Core	Asset Management Program	Provincial Council Approved	<ul style="list-style-type: none"> • Infrastructure for Jobs and Prosperity Act, 2015 <ul style="list-style-type: none"> ◦ O.Reg. 588/17 – Asset Management Planning for Municipal Infrastructure • Municipal Act, 2001 <ul style="list-style-type: none"> ◦ O.Reg. 239/02 – Minimum Maintenance Standards for Municipal Highways ◦ O.Reg. 366/18 Minimum Maintenance Standards for Municipal Highways ◦ O.Reg. 603/06 – Municipal and School Capital Facilities • Safe Drinking Water Act, 2002 • Asset Management Plan – Core Assets • Asset Management Plan – Non-Core Assets • Corporate Asset Management Policy (COR-POL-132)
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Asset Management Program Planning (including analyses and studies), prioritization, and justification of linear and non-linear assets for capital project delivery. Maintenance of Township assets inventory and related condition assessments / life cycle statuses to inform capital planning and operational maintenance plans according to approved levels of service.	<ul style="list-style-type: none"> • Asset Management Plan – Core Assets • Asset Management Plan – Non-Core Assets • 10-Year Capital Plan & Forecast 	<ul style="list-style-type: none"> • Asset Management Plan & Policy updated every (5) years 	<i>Under Development</i>

3.2 Road Maintenance

Service Description	
Road maintenance is essential for the Township for several reasons. Firstly, it ensures the safety of all road users, including drivers, cyclists, and pedestrians. Well-maintained roads reduce the risk of accidents caused by potholes, cracks, and other hazards. Regular maintenance also extends the lifespan of the road infrastructure, saving money in the long run by preventing costly repairs and replacements. Additionally, good road conditions improve the overall quality of life for residents by providing smooth and efficient transportation routes. Lastly, well-maintained roads enhance the aesthetic appeal of the Township, making it a more attractive place to live and visit.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Transportation Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenue and Recoveries Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Highway Traffic Act, 1990 Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 239/02 – Minimum Maintenance Standards for Municipal Highways O.Reg. 366/18 Minimum Maintenance Standards for Municipal Highways Ontario Underground Infrastructure Notification System Act, 2012 Clean Yards By-law (2016-68) Property Standards By-law (98-182) Sign By-law (2018-03) Parking By-law (2005-36) Road Occupancy By-law (2020-061) Traffic By-law (2017-103) Corporate Asset Management Policy (COR-POL-132) 10 Year Paving Strategy and Paving Master Plan Active Transportation Strategy Transportation Master Plan
	Mandatory	Core	General Operations	Provincial	
	Mandatory	Core	Spring & Summer Maintenance	Provincial	
	Mandatory	Core	Permitting and Consents	Provincial	

					<ul style="list-style-type: none"> • Telecommunications Protocol
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
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"> • Maintenance of 330KM of Township roads: <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 • 270km of paved roads • 60km of gravel roads • Year round patrol and repairs relating to: <ul style="list-style-type: none"> ○ Potholes ○ Signage ○ Grading ○ Hazards ○ Debris and roadkill ○ Ditches ○ Road line visibility ○ Grading (roads) • 24/7 emergency response 	<ul style="list-style-type: none"> • Provincial Minimum Maintenance Standards <ul style="list-style-type: none"> ○ Patrol (s.3) (including weather) ○ Potholes (s.6) ○ 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) ○ Roadway surface discontinuities (s.16) 	How Much <ul style="list-style-type: none"> • (#) of permits, consents and request applications processed • (#) of locates staked out How Well / Better Off <ul style="list-style-type: none"> • (%) of pothole repairs meeting provincial standards (based on road type) • (%) of total Township operated roads street swept within defined service standards (<i>end of Q2</i>) • (%) of gravel roads with dust suppressant applied within service level standard (<i>end of Q2</i>)
Spring and Summer Maintenance Maintain beautify, protect and enhance municipally owned road and right of way infrastructure for quality conditions for the spring-summer seasons.	<ul style="list-style-type: none"> • Seasonal operations (Q2, Q3) • Sod repairs • Gravel road dust suppressant application • Street sweeping • Culvert replacements • Catch-basin cleaning • Pavement markings (paintings) 	<ul style="list-style-type: none"> • Sod-repair claims to be filed by April 30th annually • Street-sweeping initiated in Q2 (April – June) in urban villages (King City, Schomberg and Nobleton) and extends into rural areas thereafter 	<ul style="list-style-type: none"> • (%) of permits, consents and requests processed within service level standard (<i>10 business days</i>) • (%) of locates completed meeting legislated

		<ul style="list-style-type: none"> • 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 Website, Newspaper, Social Media 	standards (<i>emergency - 24hrs; standard - 5 days</i>)
Permitting, Consents & Requests Intake, processing and issuance for consents and permits for use of municipal roads during half load season or for construction, and/or utility work within the Township's Right of Way. Response to locate stakeout requests for utilities installed within the municipal right of way.	<ul style="list-style-type: none"> • Road Occupancy Permits for construction or utility works on Township owned roads • Half Load Permits for use of seasonal or year round half-load restricted Township roads • Municipal Consents for utility work within the municipal right-of-way • Response and stakeouts of utility locates 	<ul style="list-style-type: none"> • Complete Municipal Consent applications within (10) business days • Complete Road Occupancy Permit applications within (10) business days • Utility Emergency Locates staked out within (2) hours • Utility Standard Locates staked out within (5) days 	

3.3 Winter Maintenance

Service Description	
Winter maintenance service for a municipality involves the systematic and proactive management of snow and ice to ensure the safety and accessibility of roads, sidewalks, and public spaces during the winter months. This service includes snow plowing, sanding, salting, and de-icing to prevent accidents and maintain smooth traffic flow. Effective winter maintenance is essential for protecting infrastructure, supporting emergency services, and ensuring that residents can continue their daily activities without interruption. By keeping public areas clear and safe, municipalities enhance the overall quality of life for their communities during the challenging winter season.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Transportation Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported Other Revenue and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Highway Traffic Act, 1990 Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 239/02 – Minimum Maintenance Standards for Municipal Highways O.Reg. 366/18 Minimum Maintenance Standards for Municipal Highways Parking By-law (2005-36) Corporate Asset Management Policy (COR-POL-132)
	Mandatory	Core	Winter Maintenance	Provincial	
	Discretionary	Ancillary	Senior Snow Removal Program	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Winter Maintenance Seasonal winter maintenance operations include roads and sidewalk plowing, sand and salt application, and snow	<ul style="list-style-type: none"> Seasonal operations (weather dependent from October – April) Snow clearing and winter treatment maintenance on Township roads: <ul style="list-style-type: none"> 100% salt on paved urban roads 	<ul style="list-style-type: none"> Ontario Minimum Maintenance Standards <ul style="list-style-type: none"> Snow Accumulation (s.4); including significant weather events 	How Well / Better Off <ul style="list-style-type: none"> (%) of roads and sidewalk snow

<p>removal from culverts (where there is no boulevard storage).</p>	<ul style="list-style-type: none"> ○ 40% salt & 60% sand on paved rural roads ○ 3% salt and 97% sand on gravel roads • Culvert steaming (reactive only) • 24/7 emergency response • Significant Weather Events (SWE) called when weather is forecasted or occurring have the potential to pose significant danger to roadway users <ul style="list-style-type: none"> ○ Freezing rain ○ Significant snowfall ○ Strong winds ○ Blowing snow ○ Reduced visibility • Snow clearing on: <ul style="list-style-type: none"> ○ (28) Park paths ○ (3) Trails (Kettle Lake, Tasca and Memorial) ○ (22) Municipally owned parking lot locations 	<ul style="list-style-type: none"> ○ Ice Formation and Icy Roadways (s.5) ○ Roadway (and sidewalk) surface discontinuities (s.16) • Declaration of Significant Weather Events (SWEs) suspends service standard timelines • Notification of Significant Weather Events communicated via Newspaper, Website & Social Media • Snow Removal Priority Sequence <ul style="list-style-type: none"> ○ (1) Higher volume roads (minor arterials and collector roads) ○ (2) Local roads ○ (3) Cul-de-sacs. • Operators will open up roads first, making them passable and return to push snow back to the curblane/edge of road. • Parked cars, active construction, bins, or material left on the roadway can prevent the Operators from clearing the street, forcing them to move onto another street until the obstructions are removed • Snow removals in park paths, trails and municipally owned parking lots completed within (13) hours <i>after</i> the end of snowfall 	<p>clearing to provincial standard (by type)</p> <ul style="list-style-type: none"> • (%) of senior snow removal properties completed within service level standard (>10cm snowfall = 24hr turnaround)
<p>Senior Snow Program Delivery of the senior snow removal programs (driveway windrow) for senior citizens in need.</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) • Registration window from August – October annually 	<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 • Significant Weather Events will delay regular standard 	

3.4 Sidewalk Maintenance

Service Description	
The sidewalk maintenance program is essential for ensuring safe and accessible pathways for all users. It includes regular inspections to identify hazards like cracks and uneven surfaces as well as using a standardized rating system to prioritize repairs. Routine maintenance involves leveling uneven areas as well as keeping sidewalks clear of debris and snow. For sections that are not in a state of good repair, complete replacements are planned. Residents are encouraged to report issues through a public reporting system (CRMs), allowing for timely responses to urgent concerns. By prioritizing sidewalk maintenance, communities can enhance pedestrian safety and promote a more walkable environment.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Transportation Services Capital & Infrastructure Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 239/02 – Minimum Maintenance Standards for Municipal Highways O.Reg. 366/18 Minimum Maintenance Standards for Municipal Highways Sign By-law (2018-03) Traffic By-law (2017-103) Corporate Asset Management Policy (COR-POL-132) Active Transportation Strategy Transportation Master Plan
	Mandatory	Core	Sidewalk Maintenance	Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measure

Sidewalk Maintenance	<ul style="list-style-type: none"> • 89km of sidewalks maintained along local and regional roads • Patrol, inspections & repairs relating to: <ul style="list-style-type: none"> ○ Shoulder Drop-Offs ○ Signage ○ Hazards ○ Debris and roadkill ○ Grading (shoulders) ○ Sidewalks (including condition, cracks, hazards) ○ Guiderail/post damage • 24/7 emergency response • Snow clearing on all sidewalks along Township and regional roads <ul style="list-style-type: none"> ○ 100% salt application 	<ul style="list-style-type: none"> • <u>Provincial Minimum Maintenance Standards</u> <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) ○ Sidewalk surface discontinuities (s.16) • Sidewalk inspections completed annually (every 16 months) 	<i>Related performance measures captured in Maintaining King (Road Maintenance & Winter Maintenance)</i>
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3.5 Facility Services

Service Description	
<p>The Facilities Services division manages and maintains a diverse portfolio of municipal assets, including community halls, arenas, libraries, operations buildings (such as works yards and parks depots), fire stations, and municipal offices. The primary responsibility is to ensure these facilities meet the operational and capital needs of the Township, supporting municipal staff, community organizations, lessees, and the public. This involves delivering high-quality arena operations and maintenance, contract management, and the supervision of general facility maintenance. This team oversees mechanical systems, security and life safety systems, and environmental sustainability measures across more than 30 facilities. We aim to create safe, functional, and welcoming spaces that align with the Township's strategic goals, while supporting the diverse needs of our community</p>	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Facility Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg 603/06 – Municipal and School Capital Facilities 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 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
Other Revenues and Recoveries	Essential	Core	Operation & Maintenance	Provincial Council Approved Administrative	

					<ul style="list-style-type: none"> • Workplace Safety and Insurance Act, 1997 <ul style="list-style-type: none"> ◦ O.Reg.1101 First Aid Requirements • Flag Raising Policy (COR-POL-104) • Ice Allocation Policy (COR-POL-107) • Outdoor Sports Facility Allocation Policy (COR-POL-129) • Corporate Asset Management Policy (COR-POL-132) • Video Surveillance Policy (COR-POL-157) • Accessibility Plan – Multi-Year • Corporate Energy Management and Conservation Plan • Facility Master Plan • Recreation & Community Master Plan
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures (HPMs)
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 operability of mechanical equipment. Oversee all alarms/security systems for municipal facilities.	<ul style="list-style-type: none"> • 263,244 square feet 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 ▪ KTMC Gymnasium ◦ (3) Community Halls ◦ (7) Pump Houses ◦ (4) KTPL Locations ◦ (1) Seniors Centre ◦ (1) Old Seniors Centre ◦ (3) Fire Halls 	<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 <ul style="list-style-type: none"> ▪ Weekly, monthly, and annual testing completed on sprinkler, fire, and life safety systems 	How Much <ul style="list-style-type: none"> • (#) of service requests received & total hrs. spent • (#) of facility visitors (overall) • (#) of inspections • (#) of facility repairs • Average (#) electric vehicle charging ports available for public use across all Facilities How Well / Better Off <ul style="list-style-type: none"> • (%) of service requests completed within standards • (%) of facilities that have achieved a “fair” condition rating

	<ul style="list-style-type: none"> ○ (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 • Request for minor service or repairs that do not interfere with the use of the facility. 	<ul style="list-style-type: none"> ▪ 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) hour 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 	<ul style="list-style-type: none"> • (%) of facilities that undergo monthly health and safety inspections • (%) of facilities that undergo monthly health and safety inspections • (%) of public access facilities that meet AODA requirements
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3.6 Streetlighting

Service Description	
Streetlighting plays a crucial role in enhancing public safety and security. It illuminates roads, sidewalks, and public spaces, making it easier for pedestrians and drivers to navigate during nighttime and low-light conditions. Effective streetlighting helps reduce the risk of accidents and crime, thereby contributing to a safer environment for residents and visitors. Additionally, well-lit streets support the smooth functioning of daily activities within the community.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Capital and Infrastructure Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 <ul style="list-style-type: none"> O.Reg. 239/02 – Minimum Maintenance Standards for Municipal Highways O.Reg. 366/18 Minimum Maintenance Standards for Municipal Highways Corporate Energy Management and Conservation Plan
	Mandatory	Core	Streetlight Maintenance	Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Streetlight Maintenance Review of illumination and electrical aspects of streetlights to ensure replacement and renewals are aligned to lifecycles. Reviews and identifications of damaged sidewalks to ensure repair	<ul style="list-style-type: none"> (2560) Township owned streetlights maintained 77.47KM of sidewalk maintained Review and assessment of resident reported sidewalk deficiencies 	<ul style="list-style-type: none"> Provincial Minimum Maintenance Standards <ul style="list-style-type: none"> s.10 Streetlight / Lumiere 	How Much <ul style="list-style-type: none"> (#) of streetlight service requests How Well / Better Off <ul style="list-style-type: none"> (%) of streetlight service requests repaired within minimum maintenance

and/or replacement are in a state of good repair.			standards (10 business days)
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3.7 Water, Wastewater and Stormwater Maintenance

Service Description	
Streetlighting plays a crucial role in enhancing public safety and security. It illuminates roads, sidewalks, and public spaces, making it easier for pedestrians and drivers to navigate during nighttime and low-light conditions. Effective streetlighting helps reduce the risk of accidents and crime, thereby contributing to a safer environment for residents and visitors. Additionally, well-lit streets support the smooth functioning of daily activities within the community.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none"> Environmental Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenue and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Clean Water Act, 2006 Drainage Act, 1990 Environmental Protection Act, 1990 Health Protection & Promotion Act <ul style="list-style-type: none"> O.Reg. 319/08 – Small Drinking Water Systems Ontario Water Resources Act, 1990 <ul style="list-style-type: none"> O.Reg. 903 – Wells Ontario Underground Infrastructure Notification System Act, 2012 Safe Drinking Water Act, 2002 <ul style="list-style-type: none"> Drinking Water Quality Management Standard (DWQMS) O.Reg. 169/03 – Ontario Drinking Water Quality Standard O.Reg. 170/03 – Drinking Water Systems O. Reg. 129/04 – Licensing of Sewage Works Operators O. Reg. 128/04 – Certification of Drinking Water Systems Operators and Water Quality Analysts
	Mandatory	Core	Water Operations, Maintenance and Monitoring	Provincial	
	Mandatory	Core	Wastewater Operation, Maintenance and Monitoring	Provincial	
	Mandatory	Core	Stormwater Operation and Maintenance	Provincial	

					<ul style="list-style-type: none"> • Sustainable Water and Sewage Systems Act, 2002 • Sewer Use By-law (2014-72) • Water Use By-law (2014-73) • Corporate Asset Management Policy (COR-POL-132) • Comprehensive Stormwater Management Master Plan • Water / Wastewater Master Plan
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Water Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of all Township owned and operated drinking water treatment, and linear assets including four water distribution systems and associated infrastructure.	<ul style="list-style-type: none"> • +143 km of watermain operation, repair, and maintenance • (3) Large residential systems <ul style="list-style-type: none"> ○ King City ○ Nobleton ○ Schomberg • (1) Small residential system <ul style="list-style-type: none"> ○ Ansnorveldt • (2) Well-sites; inclusive of residual and functional inspections, testing and lab analysis <ul style="list-style-type: none"> ○ Cold Creek ○ Pottageville Lions Hall • Operation, maintenance and winterization of (800) Hydrants • Ontario Drinking Water Quality Standard (DWQMS) Permits and License Management • Water Quality Audits and Inspections Program • 24/7 emergency response • Watermain Flushing Program • Watermain Swabbing Program 	<ul style="list-style-type: none"> • Provincial Drinking Water Quality Management Standards (DWQMS) for municipal systems: <ul style="list-style-type: none"> ○ Weekly, quarterly, and annual samples for lab analysis ○ Weekly inspections ○ Chlorine residuals ○ Schomberg nitrate monitoring ○ System license renewals ○ Operator licensing and training ○ Annual provincial ministry inspections and reporting ○ Annual DWQMS audit <ul style="list-style-type: none"> ▪ Bi-annual document submissions ▪ Tri-annual in-person interviews • Annual watermain flushing: <ul style="list-style-type: none"> ○ King City • Semi-annual watermain flushing: <ul style="list-style-type: none"> ○ Nobleton ○ Schomberg ○ Ansnorveldt 	How Much <ul style="list-style-type: none"> • (#) of locate stakeouts completed How Well <ul style="list-style-type: none"> • Drinking water inspection rating by system • (%) of locates completed meeting legislated standards (<i>emergency - 2hrs; standard - 5 business days</i>)

	<ul style="list-style-type: none"> • Fire Hydrant Flow Testing • Response and stake out of water locate requests • 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 	<ul style="list-style-type: none"> • Annual water quality audits and provincial inspections • Notification of maintenance activities via newspapers, social media, and physical notices • Emergency water / wastewater and stormwater locates staked out within (2) hours • Standard locates staked out within (5) business days • Complaint / request appointments scheduled first come, first serve (Monday – Friday 8:00am – 3:00pm) 	
Wastewater Operations, Maintenance and Monitoring Operation, maintenance, and monitoring of Township owned and operated linear and discrete assets including sanitary sewer collection systems sewage pumping stations, grinder pumps and associated infrastructure.	<ul style="list-style-type: none"> • +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 (14) grinder pumps on private property • Response and stakeout of sewer locate requests • (24/7) Emergency response • Intake, response and/or attendance to wastewater requests and complaints relating to: <ul style="list-style-type: none"> ○ Odor ○ Back Ups 	<ul style="list-style-type: none"> • x3 weekly inspections and maintenance at pumping stations • Monthly standby emergency power diesel equipment testing and inspection • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	
Stormwater Management Planning for and managing stormwater systems that mitigate and control the impacts of man-made changes to the runoff and other components of the hydrologic cycle.	<ul style="list-style-type: none"> • Management of (20) wet ponds and (4) dry ponds and related linear infrastructure • 2,200 Catch basins • 13 Oil Grit Separators • 100km of Storm Sewer • (24/7) emergency response • Response and stake out of stormwater locate requests 	<ul style="list-style-type: none"> • Emergency locates staked out within (2) hours • Standard locates staked out within (5) business days 	

4. PLANNING AND GROWING KING

Service Description
<p>The service area for Planning and Growing King involves several key functions that are essential for the development and growth of the Township. This includes project management for the design, construction and communication for new or renewed Township owned asset infrastructure (transportation, environmental, facilities and parks). It also includes the issuance of building permits, which ensures that all construction projects comply with Provincial and local regulations and standards. Development engineering services are responsible for overseeing the technical aspects of new developments, ensuring that infrastructure such as roads, water, and sewage systems are properly designed and constructed. Planning and policy work involves creating and implementing policies that guide the township's growth and development, ensuring that it aligns with the community's vision and goals. Additionally, business attraction and retention efforts focus on bringing new businesses to the township and supporting existing ones, contributing to the local economy and creating job opportunities.</p>

4.1 Capital & Infrastructure Services

Service Description	
The Capital Services Division provides the planning, design, approval, and execution of Township initiated capital projects related to municipal infrastructure as outlined within the Township of King's 10-Year Capital Plan. The division is also responsible for developing, updating and maintaining asset-related master plans and strategies which articulate a shared community and corporate vision for the future of the Township, aligning stakeholders around common goals for infrastructure development planning.	
Contributing Departments	Contributing Divisions
Public Works	<ul style="list-style-type: none">Capital and Infrastructure ServicesAsset Management

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Accessibility for Ontarians with Disabilities Act, 2005

Other Revenues and Recoveries	Essential	Core	Capital Design and Construction	Council Approved	<ul style="list-style-type: none"> • Conservation Authorities Act, 1990 • Development Charges Act, • Drainage Act, 1990 • Environmental Assessment Act, 1990 • Municipal Act, 2001 <ul style="list-style-type: none"> ◦ O.Reg 603/06 – Municipal and School Capital Facilities • Ontario Building Code Act, 1992 <ul style="list-style-type: none"> ◦ O.Reg. 332/12 – Ontario Building Code • Technical Standards and Safety Act, 2000 • Development Charges By-law (2021-002) • Customer Service Policy (ADM-POL-150) • Corporate Asset Management Policy (COR-POL-132)
	Essential	Core	Master Planning	Council Approved	

					<ul style="list-style-type: none"> Multi-Year Capital Plan (Annual Budget Book)
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Capital Programs and Projects Management and oversight of the planning, design and construction management of capital projects required to preserve or improve municipal assets. Provision of inspections to ensure all works conform to design standards and comply with contractor Scope of Work and, Terms and Conditions.	<ul style="list-style-type: none"> Capital Design and Construction Program Program and project public communications and construction notices Program and project public engagement (context specific) Project Manager contact information disclosure Construction inspections for compliance with approved designs and as-built drawings 	<ul style="list-style-type: none"> Environmental Assessment (EA) Standards Guide EA Public Notice Communication in Local Newspaper <ul style="list-style-type: none"> Commencement Notice – (2) Notices in (2) Separate Paper Issues Opportunity to Comment on Project Description – Circulation to Internal and External Agencies Opportunity to Comment on Draft Environmental Impact Statement Guidelines – Circulation to Internal and External Agencies Public engagements advertised a minimum of (10) business days prior to the event Construction Notice advertised / circulated to affected properties minimum (10) business days prior to commencement Site inspections completed once per week, per site Monthly project progress and construction updates posted to Township website (king.ca/majorprojects) 	How Much <ul style="list-style-type: none"> (\$) Total spent on capital construction projects (design and construction) How Well / Better Off <ul style="list-style-type: none"> (%) of projects planned to start vs projects started (%) of projects progressing on schedule (%) of projects on budget
Master Planning and Strategies Develop Master Plans, multi-year plans and strategies, in	<ul style="list-style-type: none"> Master Plan and Strategy Development for Core and Non-Core Assets 	<ul style="list-style-type: none"> Master Plans reviewed and updated every (5) years Strategies updated every (2) years 	

consultation with the community, to guide decision making on Township owned assets and infrastructure.	<ul style="list-style-type: none"> • Public engagements for all master plans and strategy initiatives (virtual and/or in-person) 	<ul style="list-style-type: none"> • Minimum of (2) public engagement events, dedicated 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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4.2 Building Permits

Service Description	
Building services provides technical assistance and administration/implementation of both Provincial (Ontario Building Code) and municipal regulations. The Building Team also provides front-line support and assistance regarding building permit applications and inspections. The Building Division promotes public health and safety, fire protection, resource conservation, environmental integrity and accessibility through enforcement of uniform building standards outlined in the Ontario Building Code and Act.	
Contributing Departments	Contributing Divisions
Growth Management Services	<ul style="list-style-type: none"> Building Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenues and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conservation Authorities Act, 1990 Development Charges Act, 1997 Fire Protection and Prevention Act, 1997 Heritage Act, 1990 Municipal Act, 2001 Ontario Building Code Act, 1992 <ul style="list-style-type: none"> O.Reg. 332/12 – Ontario Building Code Development Charges By-law (2021-002) Building By-law (2021-060) Customer Service Policy (ADM-POL-150) Township of King Design Criteria and Drawings Standards Township of King AutoCAD Standards
	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

<p>Building Permit Applications</p> <p>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.</p>	<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 • Property Information Requests (PIR) • Sewage System Information Request (SSIR) • Property Compliance Letters 	<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 Residential Building [Large Building]– (20) Business Days ○ Large Complex Buildings or Multi-Story Residential Buildings More than 18 Meters Tall [Complex Building] – (30) Business Days • <i>*If at any point in the application process a building permit application is deemed incomplete, the service standards start again</i> • Information and compliance requests processed within (10) business days • Monthly permit value reporting online (king.ca) 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of building permit applications received • (#) of building permits issued • (#) of inspections completed <p>How Well</p> <ul style="list-style-type: none"> • (%) of complete building permit applications processed within defined standards • (%) of passed septic program inspections
<p>Building Inspections</p> <p>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 	

4.3 Development Engineering Services

Service Description	
Development engineering services for the Township involve overseeing the technical aspects of new developments to ensure that infrastructure such as roads, water, and sewage systems are properly designed and constructed. These services ensure that all development projects comply with municipal standards and regulations, contributing to the overall safety, functionality, and sustainability of the community. Development Engineering manages the Township's Site Alteration, Pool, Hard Landscaping and Entrance Permits as well as assists with lot level drainage investigations.	
Contributing Departments	Contributing Divisions
Growth Management Services	<ul style="list-style-type: none"> Development Engineering

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenues and Recoveries Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conservation Authorities Act, 1990 Development Charges Act, 1997 Drainage Act, 1990 Development Charges By-law (2021-002) Fence By-law (2012-132) Parkland Dedication By-law (2022-038) Site Alteration By-law (2021-039) <ul style="list-style-type: none"> Hard Landscaping Exemption (2023-050) Road Occupancy / Closure By-law (2020-061) Zoning By-laws <ul style="list-style-type: none"> Countryside (2022-053) Oak Ridges Moraine Conformity (2005-23) Nobleton Urban Area (2016-71) King City and Schomberg Urban Area (2017-66) Customer Service Policy (ADM-POL-150)
	Essential	Core	Development Design and Construction Management	Council-Approved	
	Essential	Core	Permitting and Exemptions	Council Approved	
	Mandatory	Core	Drainage Inspections	Provincial	

					<ul style="list-style-type: none"> • Township of King Design Criteria and Drawings Standards • Township of King AutoCAD Standards • Township of King GIS Data Standards
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SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Development Design and Construction Management Administration of land development agreements, ensuring construction conforms to Township design standards, policies, and guidelines. Management of development related construction works including regular monitoring, site inspections, and regular reviews of unassumed subdivisions until the point of assumption by the Township.	<ul style="list-style-type: none"> • Subdivision Agreements • Pre-servicing Agreements and Subdivision Agreements. • Monitoring, oversight, and inspections on all development related construction projects and associated permits for conformity with approved designs and drawings • Issuance of Certificate of Completion to begin (2) year Maintenance Period. • Recommendation of Assumption to the Director of Growth Management Services and preparation of the Assumption By-law for Council approval. • Letter of Credit reduction and release processing 	<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 • LC reduction processed within (15) business days from approval to move into Maintenance Period • LC Release processed within (5) business days of assumption 	How Much <ul style="list-style-type: none"> • (#) of developments (by stage at year end) • (#) of permit applications received • (#) of permits and exemptions issued How Well <ul style="list-style-type: none"> • (%) of permit inspections resulting in Minor Variance Required OR Hard Landscaping Exemption Permit Required
Permits and Programs Processing, issuance, and management of various development related permits in compliance with Township by-laws and provincial legislation.	<ul style="list-style-type: none"> • Intake, processing, and management of the following: <ul style="list-style-type: none"> ○ Pool Permits ○ Site Alteration Permits (Minor and Major) ○ Entrance Permits ○ Hard Landscaping Exemption Permits ○ Lot Grading & Stormwater (Drainage) approvals for Building Permits 	<ul style="list-style-type: none"> • Service level standards for permitting applicable to complete applications <ul style="list-style-type: none"> ○ 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 processed within (1) week 	<ul style="list-style-type: none"> • (%) of complete permit applications meeting service level standards

	<ul style="list-style-type: none"> • Coordination and scheduling of curb-cuts associated with Entrance Permits and follow up inspections 	with an additional (4) weeks for construction completion	
Drainage Complaints & Inspections Performing drainage related inspections associated with any works constructed under Township by-laws passed pursuant to the Ontario Drainage Act, 1990.	<ul style="list-style-type: none"> • Triages and inspects drainage related complaints or issues (<i>where photo and video evidence are provided</i>) relating to open and active Building or Development Engineering Permits. 	<ul style="list-style-type: none"> • Drainage inspections completed within (5) business days of photo / video evidence being provided 	

4.4 Planning and Policy Services

Service Description	
Planning and policy services are essential for managing the growth and development of a municipality. These services include the creation of land use plans, zoning bylaws, and development policies that guide how land is used and developed. They also involve conducting studies and analyses to inform decision-making and ensure that development aligns with the municipality's goals and objectives. Additionally, planning and policy services engage with the community to gather feedback and ensure that policies reflect the needs and priorities of residents.	
Contributing Departments	Contributing Divisions
Growth Management Services	<ul style="list-style-type: none"> Planning Policy Planning

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenues and Recoveries Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Condominium Act, 1998 Conservation Authorities Act, 1990 Development Charges Act, 1997 Drainage Act, 1990 Environmental Protection Act, 1990 Ontario Heritage Act, 1990 Planning Act, 1990 Ontario Heritage Act, 1990 Provincial Planning Statement, 2024 Provincial Plans <ul style="list-style-type: none"> Greenbelt Oak Ridges Moraine Conservation Cash in Lieu of Parkland By-law (2016-10) Development Charges By-law (2021-002)
	Mandatory	Core	Planning Approvals	Provincial	
	Discretionary	Ancillary	Zoning Certificates & Conformity Clearances	Administrative	

	Mandatory & Essential	Core	Policy Planning	Provincial Council Approved	<ul style="list-style-type: none"> • Site Plan Control By-law (2023-023) • Zoning By-laws <ul style="list-style-type: none"> ○ Zoning (74-53) ○ Countryside (2022-053) ○ Oak Ridges Moraine Conformity (2005-23) ○ Nobleton Urban Area (2016-71) ○ King City and Schomberg Urban Area (2017-66) ○ Cannabis (2018-62) • Customer Service Policy (ADM-POL-150) • Our KING Official Plan • Green Development Standards • Township of King Design Criteria and Drawings Standards • Township of King AutoCAD Standards • Township of King GIS Data Standards • Telecommunications Protocol • Village Urban Design Guidelines
	Essential	Ancillary	Advisory Committees	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Planning Applications & Approvals Pre-consultation, intake, review, and decision services provided for complex and routine planning applications. Representation of Township interest for Ontario Land Tribunal appeals.	<ul style="list-style-type: none"> • 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) 	<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 	How Much <ul style="list-style-type: none"> • (#) of planning applications received by type • (#) of hours spent on inquiries • (#) of zoning certificates issued

	<ul style="list-style-type: none"> ○ 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 • Collaborative Application Process Pre-Consultations Available (CAP) <ul style="list-style-type: none"> ○ Major Proposals <ul style="list-style-type: none"> ▪ No external agencies or other Township department involvement ○ Minor Proposals <ul style="list-style-type: none"> ▪ External agencies or other Township department involvement • 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"> • 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 is 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"> • (#) of active policy planning projects per year / type <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of planning application decisions provided within legislated standards • (%) available ASK King Planning slots booked • (%) of ASK King Planning users satisfied with service received • (%) of progress on active projects (<i>*Active projects subject to change</i> YOY) • (%) of progress on active projects (<i>*Active projects subject to change</i> YOY)
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	<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 ● Heritage Permits <ul style="list-style-type: none"> ○ Heritage Impact Assessment ● Ontario Land Tribunal (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 ● Zoning Compliance Certificates and Conformity Clearances for Building Permit Applications <ul style="list-style-type: none"> ○ (SEE: s.5.1 Building Permits) ● Management of the Township's Heritage Register including the provision of heritage property research and identification for addition ● (14) Heritage Cemeteries (Maintenance via Parks and Forestry Operations) ● Heritage Grant Program 	<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 	
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-laws ○ Urban Zoning By-laws ○ Urban Design Guidelines ○ Green Development Standards ● Specialized Studies – Completed As Needed (Timelines Depend on Study) ● Provincial and Regional Policy reviews, 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) ● Minimum (2) Public Information Centers / Open Houses per New 	

		or Refreshed Policy per Urban Area (or As Applicable) <ul style="list-style-type: none"> ○ PICs/Open Houses Advertised Minimum of (10) Business Days Ahead of Event(s) via Website, SpeaKING, Newspaper, E-Bulletins and Social Media 	
Advisory Committees Administrative management and corporate representation of the corporation to committees acting in the interest of the Township on planning matters occurring, affecting, or impacting the municipality.	<ul style="list-style-type: none"> • (2) monthly Advisory Committees <ul style="list-style-type: none"> ○ Committee of Adjustment ○ Heritage Advisory Committee • Monthly Public Planning meetings (Council): SEE: LEGISLATIVE SERVICES 	<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: LEGISLATIVE SERVICES 	

4.5 Business Attraction and Retention

Service Description	
Business attraction and retention services are essential for supporting the local economy and ensuring sustainable growth within the municipality. These services involve creating a favorable environment for businesses to thrive, providing support and resources for new and existing businesses, and implementing strategies to attract new investments. By focusing on business attraction and retention, the municipality can enhance economic stability, create job opportunities, and improve the overall quality of life for residents.	
Contributing Departments	Contributing Divisions
Office of the CAO	<ul style="list-style-type: none"> Government Relations & Economic Development

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Municipal Act, 2001 Planning Act, 1990 Community Improvement Area By-law (2021-033) Wayfinding and Tourism Destination Signage Program Corporate Policy (COR-POL-123) Community Improvement Plan Community Tourism Plan Core Area Parking Study Economic Development Plan Our KING Official Plan
Other Revenues and Recoveries	Discretionary	Ancillary	Business Development (EconomicKING)	Council Approved	
	Discretionary	Ancillary	Hospitality, Tourism and Recreation (ExperienceKING)	Council Approved	
	Discretionary	Ancillary	Programs, Plans and Strategies	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Business Development (EconomicKING) Planning and managing direct business development supports efforts including retention, expansion, and attraction efforts. Lead	<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 	<ul style="list-style-type: none"> (5) business engagements per week (Township-wide) Requests for business engagements scheduled within (2) business days Communications and Outreach 	How Much <ul style="list-style-type: none"> (#) of engagements with prospective business owners, existing business owners & related stakeholders

business development efforts to support growth and revenue generation, as well as employment opportunities in King. Primary liaison for local businesses and the Township.	<ul style="list-style-type: none"> ○ Tourism ○ Hospitality • Businesses visits, engagements, and communications • Township representation at Chamber of Commerce Board meetings • EconomicKING.ca website & social media • Campaign promotion (newspaper and social media) and inquiry support with local partners including: <ul style="list-style-type: none"> ○ ShopKING Shop Local with the Chamber of Commerce ○ ShopHERE Federal and Provincial Funding Program • Digital Main Street Federal and Provincial Funding Program 	<ul style="list-style-type: none"> ○ Bi-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 • 	How Well / Better Off <ul style="list-style-type: none"> • Net (#) of new businesses in King • (\$) of property assessment by class • (#) of successful Community Improvement Plan grant applicants • Total (\$) of Community Improvement Plan grant funding received by successful applicants
Hospitality, Tourism and Recreation (ExperienceKING) Plan and promote hospitality, tourism, and visitation to King for residents and non-residents including restaurants, day trips, recreational activities, hospitality experiences, local farming, and equestrian etc.	<ul style="list-style-type: none"> • ExperienceKING.ca website and social media • Outreach, communications, and promotion of Township to local and external residents, businesses, and community groups • Wayfinding & Tourism Destination Signage Program • Township representation on Tourism Task Force • Tourism Promotion Events 	<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 • Tourism Promotion Events <ul style="list-style-type: none"> ○ Bi-annual Taste of King (Spring, Fall) ○ Annual Sidewalkable Saturday (Main St. Schomberg) 	
Programs, Plans and Strategies Development, management, and administration of	<ul style="list-style-type: none"> • Community Improvement Plan Grant Program <ul style="list-style-type: none"> ○ Maximum combinable grant value \$47,500 	<ul style="list-style-type: none"> • CIP Village Vibrancy Grant - Eligible properties and precincts • (5) year review and update 	

<p>economic development related programs, plans and strategies.</p>	<ul style="list-style-type: none"> ○ +10 grants offered per year with values ranging from \$2500 to \$15,000 (value is 50% rebate of proposed improvement) ○ (2) grant sub-streams available <ul style="list-style-type: none"> ▪ Village Vibrancy (Urban) ▪ Rural Resilience ○ (7) village vibrancy grant types available <ul style="list-style-type: none"> ▪ Façade and signage ▪ Property ▪ Business accessibility ▪ Parking ▪ Building / use conversion ▪ Planning application and building permit fees ▪ Tax increment equivalent ○ (9) rural resilience grant types available <ul style="list-style-type: none"> ▪ Agi-tourism use ▪ Sale of local produce ▪ Value add activity ▪ On-farm dining ▪ Signage ▪ Façade ▪ Infrastructure ▪ Planning application and building permit fees ▪ Professional services and related costs • Plans & Strategies <ul style="list-style-type: none"> ○ Community Improvement Plan ○ Economic Development Strategy ○ Community Improvement Plan ○ Community Tourism Plan ○ Core Area Parking Study 	<ul style="list-style-type: none"> ○ Economic Development Strategy ○ Community Improvement Plan ○ Tourism Plan ○ Core Area Parking Study – Nobleton • (3) year review and update <ul style="list-style-type: none"> ○ Core Area Parking Study – Schomberg ○ Core Area Parking Study – King City • Public engagement on plan and strategy updates <ul style="list-style-type: none"> ○ Dedicated SpeaKING page ○ PIC(s) • PICs advertised (10) days in advance + ongoing public engagement promotion through website, SpeaKING, newspaper, e-bulletin, and social media 	
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5. SERVING KING

Service Description
The Serving King services are designed to foster a strong sense of community and provide valuable resources to residents. Recreation programs offer a variety of activities for all ages, promoting health and wellness. Library services provide access to books, digital resources, and educational programs, supporting lifelong learning. Heritage and culture initiatives celebrate the Township's rich history and diverse cultural heritage. Community engagement efforts ensure that residents are actively involved in local governance and decision-making. Licensing and customer services offer essential support, ensuring that residents have access to the information and services they need. Together these services create a vibrant, inclusive, and well-connected community.

5.1 Recreational Services

Service Description	
Recreation services offer a variety of activities for all ages, promoting health and wellness. These services include fitness programs, sports leagues, swimming lessons, and community events. The goal is to provide residents with opportunities to stay active, socialize, and enjoy a high quality of life.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Recreation, Active Living & Aquatics Business and Customer Services Facility Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Other Revenues and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Health Protection and Promotion Act, 1990 <ul style="list-style-type: none"> O.Reg 565 - Public Pools O.Reg. 493/17 – Food Premises Health Hazard Protocol Community Assistance Program Policy (COR-POL-162) Customer Service Policy (ADM-POL-150)
Property Tax Supported	Discretionary	Ancillary	Recreation Programs	Administrative	
	Discretionary	Ancillary	Active Living & Aquatics	Administrative Provincial	

	Discretionary	Ancillary	Rentals and Bookings	Administrative	<ul style="list-style-type: none"> • User Fee and Subsidization Corporate Policy (COR-POL-155) • Recreation & Community Master Plan • Facilities Master Plan
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SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Recreational & Inclusion Programs Planning, coordination, and overall management of recreational programming (inclusive of the Community Assistance program), including camps, drop-in sessions and/or recurring programs for all ages	<ul style="list-style-type: none"> • All programming offerings and specific levels of service published via Community Guide • Drop-In and Pre-Registered programs offered year round • RecPass All-Inclusive Membership Program • (3) Camp Sessions offered per year <ul style="list-style-type: none"> ○ March Break ○ Summer Break ○ Winter Break • High Five Accreditation Program • (5) year Recreation Master Plan 	<ul style="list-style-type: none"> • Registration windows open for a minimum (1) month in advance of program • Community Assistance Program (CAP) offered based on assessed need only <ul style="list-style-type: none"> ○ Subsidized user fees up to a maximum of \$300 per participant per calendar year • High Five Accreditation renewed every (5) years 	How Much <ul style="list-style-type: none"> • (#) of programs offered • (#) of rental applications processed How Well / Better Off <ul style="list-style-type: none"> • (#) of program participants • (#) of active fitness memberships • (%) of Township League participants satisfied with programming • (%) of rental and booking applications processed to standard (10 business days) • (#) of total booking and rental hours 	
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 Zancor 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) • RecPass All Inclusive Membership Program • Township Leagues <ul style="list-style-type: none"> ○ 3:3 Ice Hockey ○ Volleyball ○ Pickleball ○ Lacrosse 	<ul style="list-style-type: none"> • Ontario Physical Activity Safety Standards in Education (OPASSE) • 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 		

	<ul style="list-style-type: none"> ○ Wheelchair Basketball ● Township Soccer Tournament 	<p>Arena, Nobleton Arena, Nobleton Public School and King City Public School</p> <ul style="list-style-type: none"> ○ Lacrosse - (1) day per week (June to July) – Nobleton Sports Park ● Annual Township-hosted Soccer Tournament 	
<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 of Township Facilities and Spaces (Parks, Shelters etc.) <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 Locations: <ul style="list-style-type: none"> ● (3) Community centers and areas <ul style="list-style-type: none"> ○ Dr. William Laceby Nobleton CC & Arena <ul style="list-style-type: none"> ▪ Community Board Room ▪ Program Room ▪ (1) Ice Pad (Sept – March) ○ Zancor Centre <ul style="list-style-type: none"> ▪ (2) Ice Pads ▪ Field House (Gymnasium, turf field, indoor Track, fitness equipment) ▪ (1) Multipurpose room ▪ (1) Aquatics Centre ○ Trisan Centre (Schomberg) <ul style="list-style-type: none"> ▪ (3) multi-purpose rooms ▪ Curling rink and lounge ▪ Board room ▪ (1) ice pad ● (9) Community halls <ul style="list-style-type: none"> ○ (4) in King City ○ (2) in Nobleton 	<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"> ○ (1) in Schomberg ○ (2) in Pottageville • (5) Picnic shelters <ul style="list-style-type: none"> ○ (2) in King City ○ (3) in Nobleton • (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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5.2 Public Library Services

Service Description	
Library services for the Township play a vital role in supporting literacy, lifelong learning, and community engagement. These services provide all members of the community with access to a wide range of resources, including books, digital media, technology and educational programs. Libraries also offer spaces for community events, workshops, and for many, a place to be. Activities are offered both inside the library and out in the community that foster social connections, start conversations, and enable cultural enrichment. By promoting literacy and learning, library services contribute to the overall well-being and development of the community.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> King Township Public Library

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Public Libraries Act, 1990 Municipal Act, 2001
Other Revenues and Recoveries	Discretionary	Core	Administration and Branch Services	Board Approved Provincial	
	Discretionary	Core	Engagement and Connections	Administrative	
	Discretionary	Core	Content, Collections & Technology	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Administrative and Branch Services The KTPL Board Administration provides legislated support to the Board through governance, policy development, strategic planning, and	<ul style="list-style-type: none"> King Township Public Library (KTPL) Board (5 Appointed Members by Council) <ul style="list-style-type: none"> Majority resident members (4) Physical service branches <ul style="list-style-type: none"> King City – (54) hrs./wk. Nobleton – (43) hrs./wk. Schomberg – (37) hrs./wk. 	<ul style="list-style-type: none"> (7) KTPL Board meetings / year <ul style="list-style-type: none"> Agenda published (2) business days prior to the meeting Minutes adopted at subsequent Board meetings and published within (2) business days of adoption 	How Much <ul style="list-style-type: none"> (#) of KTPL programs offered How Well / Better Off <ul style="list-style-type: none"> (#) of in-person branch visits (all branches) (#) of library card holders

<p>administrative management, including agendas, minutes, and website updates. Branch Services oversees the operation and maintenance of all KTPL locations, delivering front-line public services such as reference, reader advisory, and circulation, while ensuring safe, clean, and welcoming library environments.</p>	<ul style="list-style-type: none"> ○ Ansnorveldt – 24/7 self-serve holds pickup & returns only, by-appointment in-person services • (2) Physical book kiosks (borrow / return within facility hours of operation) <ul style="list-style-type: none"> ○ Trisan Centre ○ Zancor Centre • In-person patron assistance: <ul style="list-style-type: none"> ○ Information and reference requests ○ Reader advisory on content selection and technology support ○ Library member registration and card issuance (digital and hard copy) ○ Specialized appointment requests ○ Circulation desk inquiries and checkouts • Availability of various utilities across the branches including <ul style="list-style-type: none"> ○ Public Wi-Fi ○ Computers and tablets ○ Personal device and telephones ○ Mobile and 3D printing ○ Copying, scanning, and faxing • Study spaces and meeting rooms (meeting room rentals available) 		<ul style="list-style-type: none"> • (#) of KTPL program participants • (#) of social media engagements • (#) of visits to digital branch (website) • (#) of physical items borrowed • (#) of borrowed digital items • Year over year (%) increase in physical collection borrowed from available collections / content • (%) of KTPL survey respondents satisfied with overall KTPL services
<p>Engagement and Connections Plans, coordinates, and manages branch and online programming, as well as library-led special events to engage the community. Oversee community</p>	<ul style="list-style-type: none"> • Program offerings to residents & non-residents for the following: demographics <ul style="list-style-type: none"> ○ All-ages programming ○ Youth programming (0-12) ○ Young adult programming (12-18 years) 	<ul style="list-style-type: none"> • Programs & events promoted and advertised a minimum of (2) weeks in advance via social media, newspaper, website, and E-newsletters • Targeted program guides – March Break, Summer, OPLW and Holiday Break 	

<p>outreach through marketing, promotion, social media management, and the creation of digital and physical displays to raise awareness of KTPL's services and presence in King.</p>	<ul style="list-style-type: none"> ○ Adult and seniors programming (18+) ● Emphasis on STEAM (science, technology, engineering, arts, math) based programming ● Coordination, planning, promotion, and delivery of (40) KTPL events per year 	<ul style="list-style-type: none"> ● Bi-monthly KTPL newsletter ● Monthly (minimum) email subscription blasts 	
<p>Content, Collections & Technology Selecting, acquiring, and maintaining the KTPL collection in print and digital form. 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"> ● 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 ○ Movies & Shows ○ eMagazines & newspapers ● In-branch access to physical collection, including <ul style="list-style-type: none"> ○ Books & audiobooks ○ Movies and TV series ○ Magazines & newspapers ○ Video games ● Out of the Box collection available for borrowing ● (22) public computers; including accessible desktops (all branches) ● Color printers (all branches) ● (13) lending tablets and computers ● (4) self-checkout units ● 5 Online Public Access to Catalogue (OPAC) service points ● (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"> ● Weekly additions to physical collection ● Monthly additions of new online content <ul style="list-style-type: none"> ○ eBooks ○ eAudiobooks ● New collection items introduced annually ● Monthly website review and updates ● KTPL website landing page banner updates every (3) weeks ● Daily receipt of webform inquiries ● Inventory plan that ensures equipment is current, functioning and relevant 	

5.3 Heritage and Culture

Service Description	
The King Heritage & Cultural Centre offers a variety of heritage and culture services aimed at preserving and celebrating the rich history and diverse cultural heritage of the Township. These services include organizing events, exhibitions, and educational programs that engage the community and promote an understanding of the Township's past.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Heritage and Culture

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported Other Revenues and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Copyright Act, 1985 Cultural Property Export and Import Act, 1985 Heritage Act, 1990 Municipal Act, 2001 Planning Act, 1990 Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act, 1992 Public Art Corporate Policy (COR-POL-115) Facilities Master Plan Heritage and Culture Master Plan Recreation and Community Master Plan
	Discretionary	Ancillary	Heritage and Culture	Administrative Provincial	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures

<p>Heritage and Culture</p> <p>Administration, operation, and promotion of the KHCC, King Museum and associated exhibits. Planning and management of heritage and culture annual initiatives, events and collection/management of artifacts and exhibits.</p>	<ul style="list-style-type: none"> • 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) • 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 • Public Art Program • (5) year Heritage and Culture Master Plan 	<ul style="list-style-type: none"> • Artifact maintenance and care <u>Standards for Community Museums in Ontario</u> • Exhibits advertised a minimum of (2) weeks in advance of opening / availability • (5-7) KHCC advertisements and promotions on social media per week • Presence in Township Newspaper pages for events / exhibits • Targeted stakeholder engagement only for H&C Master Plan (in-person only) <p>Annual reporting to Council and Community on Heritage and Culture Master Plan progress</p>	<p>How Much</p> <ul style="list-style-type: none"> • (#) of exhibitions per year • (#) of citizens engaged via KHCC <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (#) of KHCC / Museum visitors • (#) of citizens engaged via KHCC
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5.4 Community Engagement

Service Description	
Community engagement and events in the Township of King are designed to bring residents together and create a vibrant, inclusive community. These initiatives include a variety of activities such as public consultations, town hall meetings, cultural festivals, and community support programs. By actively involving residents and community organizations in decision-making processes and offering diverse events, the Township ensures that the community's voice is heard and that everyone has the opportunity to participate in shaping the future of King.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Events Business and Customer Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported Other Revenue and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Health Protection and Promotion Act, 1990 <ul style="list-style-type: none"> O.Reg. 493/17 – Food Premises Health Hazard Protocol Community Grant Program Policy (COR-POL-101) Community Group Affiliation Policy (COR-POL-154) Customer Service Policy (ADM-POL-150) User Fee and Subsidization Policy (COR-POL-155) Community Improvement Plan Recreation & Community Master Plan
	Discretionary	Ancillary	Events	Administrative	
	Discretionary	Ancillary	Community Support (EnrichKING) & Groups	Council Approved	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures

<p>Township Events</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 (with assistance from Communications).</p>	<ul style="list-style-type: none"> • (6) Marquee events • (7) Minor community events (0-300 people) • (4) Major community events (+300 people) • (5) Corporate events • Council Inaugural Ceremony 	<ul style="list-style-type: none"> • Marquee Annual Events <ul style="list-style-type: none"> ○ Maple Syrup Fest (Winter) ○ Nobleton Victoria Day (Spring) ○ Canada Day in King City (Summer) ○ Kingtober Fest (Fall) • Marquee Bi-Annual Event <ul style="list-style-type: none"> ○ Mayors Cultural Gala • Corporate Events – Annual <ul style="list-style-type: none"> ○ Pancake Breakfast ○ Business Breakfast ○ Volunteer Appreciation ○ Mayor’s Annual Golf Tournament • Major and Minor Events – Annual • Council Inaugural – Every (4) years • 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 	<p>How Much</p> <ul style="list-style-type: none"> • (#) of Township events held • (#) of affiliated partners <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (#) of event attendees • (\$) event sponsorships • (%) of vendors satisfied with event • (%) of attendees satisfied with event • (\$) of community assistance program funds distributed • (\$) of affiliated groups subsidies
<p>Community Support (EnrichKING) & Groups</p> <p>Coordination of Township community, seniors and user groups for assistance, subsidies and affiliations with the municipality.</p>	<ul style="list-style-type: none"> • EnrichKING Program <ul style="list-style-type: none"> ○ Streamlining Funding Access ○ Resources (in-kind support, promotional items and marketing) ○ Training and Education (workshops, High-5 training and coaching) • Community Group Liaison & Affiliation Services • Community Grant Program (CGP) • Community Assistance Program (CAP) • Community Improvement Plan • Heritage Grant Program • Donation Fund • Seniors Groups & Centre Programs Management. 	<ul style="list-style-type: none"> • Community Assistance Program <ul style="list-style-type: none"> ○ King Township low-income residents may each qualify for up to \$300/person/calendar year based on their income eligibility as per Statistics Canada LICOs (low-income cut-offs). • Community Group Affiliation, CGP & CAP requests processed within (7) business days. <ul style="list-style-type: none"> ○ Subsidies evaluated on a case by case basis • Senior Group Registration processed within (7) business days 	

5.5 Licensing Services

Service Description					
Licensing services are essential for maintaining order and ensuring that businesses and activities comply with local laws and regulations. These services include the issuance of licenses for lotteries, liquor sales, marriages, and animals. For instance, the Township manages the application intake and processing for kennel and doggie daycare licenses, film permits, noise exemptions, and lottery licenses. The township also provides municipal consent for liquor sales licenses and handles the issuance of marriage licenses.					
Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> • Funeral, Burial and Cremation Services Act, 2002 • Municipal Act, 2001 • Animal Control By-law (2016-085) • Kennel and Doggie Daycare By-law (2021-175 & 2025-009) • Large Scale Events on Private Property By-law (2021-078) • Noise By-law (81-142) • Property Standards By-law (98-182) • Road Occupancy By-law (2020-061) • Signs By-law (2018-03) • Customer Service Policy (ADM-POL-150) • Road Occupancy – Special Events Policy (COR-POL-143)
Other Revenues and Recoveries	Discretionary	Ancillary	Permits and Licensing	Council Approved Provincial	

SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Permits and Licensing Provision of a variety of licenses and permits for the community. Provide ceremonial and official event services and deliver provincially delegated services.	<ul style="list-style-type: none"> • Administer Commissioner of Oath Declarations • Marriage License and Ceremonies • Application intake and processing for: <ul style="list-style-type: none"> ○ Film Permit ○ Noise Exemption ○ Road Occupancy Permit 	<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 	How Much <ul style="list-style-type: none"> • (#) of permits, licenses and applications processed • (#) of marriage ceremonies How Well / Better Off	

	<ul style="list-style-type: none"> ○ Cat/Dog Tags - Pet License (Renewed Annually) ○ Lottery License ○ Emergency Address Sign ○ Municipal Consent for Liquor Sales License ● Nobleton Cemetery Plot Sales 	<ul style="list-style-type: none"> ● Service level standards applicable to complete applications ● 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) ● Nobleton Cemetery <ul style="list-style-type: none"> ○ Plot sales by appointment only ○ Annual Nobleton Cemetery reporting ● For Animal Licensing SEE: <u>ANIMAL SERVICES</u> 	<ul style="list-style-type: none"> ● (%) of permits, licenses and applications processed within defined standard
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5.6 Customer Service

Service Description	
ServiceKING provides a centralized service for residents, businesses, and visitors to access municipal information and services in various ways. It acts as a citizen information hub, managing a wide range of inquiries related to Township services, such as waste collection schedules, property taxes, and recreation programs, while also providing important details on Township programs, payments, and permits. Additionally, ServiceKING addresses service requests, allowing residents to report non-emergency issues, such as damages or concerns related to public property, with reports being directed to the appropriate Township departments. ServiceKING also facilitates access to municipal services by connecting residents to the correct department, and facilitating efficient access to resources such as Planning, By-Law, or Community Service Programming.	
Contributing Departments	Contributing Divisions
Community Services	<ul style="list-style-type: none"> Business and Customer Services

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Accessibility for Ontarians with Disability Act, 2005 <ul style="list-style-type: none"> O.Reg.429/07 Accessibility Standards for Customer Service Customer Service Policy (ADM-POL-150) Public Conduct Policy (COR-POL-158) Video Surveillance Policy (COR-POL-157) Accessibility Plan – Multi-Year
	Essential	Core	ServiceKING	Council Approved Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
ServiceKING Provides seamless integrated access to Township services through the phone, email, main reception center (KTMC) and online. Provides leadership on citizen	<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 	<ul style="list-style-type: none"> Voicemails, emails, and online requests acknowledged or resolved within (2) business days. Where additional time is required to resolve customer cases, expected follow up time is provided at time of acknowledgement. 	How Much <ul style="list-style-type: none"> (#) of customer cases opened (#) of ServiceKING Associate community interactions

<p>service aspects of the corporate strategy and client experience initiatives.</p>	<ul style="list-style-type: none"> • After hours service outside of regular business hours via main telephone line. • Management of ServiceKING Online Customer Centre and Online Services available 24/7 • In-Person ServiceKING Counter services at the King Township Municipal Centre available Monday – Friday 8:30am – 4:30pm • ServiceKING Lite Locations: <ul style="list-style-type: none"> ○ Trisan Center (25 Dillane Drive, Schomberg) ○ Zancor Centre (1600 15th Sideroad, King City, ON L7B 1A3) • First point of contact to triage: <ul style="list-style-type: none"> ○ Inquiry Triaging ○ Complaint Triaging ○ Processing Fees and Charges ○ Purchases and Payments ○ Correspondence 	<ul style="list-style-type: none"> • Customer case numbers provided within (2) business day standard for customer follow up. 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of cases closed (annual) • (%) of customer eases where service level was met • Average time (days) to close case by type • (%) customer satisfaction rating
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6. GOVERNING KING

Service Description
The Governing King includes aspects that oversee the Township from Council, legal services, insurance and risk management and legislative services. Council, which is responsible for making key decisions and setting policies that guide the Township in development and governance. Legal services provide essential support by offering legal advice, handling litigation, and ensuring that all actions comply with the law. Insurance and Risk services manage the community's exposure to various risks, ensuring that there are adequate measures in place to protect against potential losses. Legislative services are tasked with drafting, reviewing, and implementing local laws and regulations, ensuring that the community operates within a clear and structured legal framework. Together, these services work collaboratively to maintain order, uphold the law, and protect the community's interests.

6.1 Council Services

Service Description	
Council members play a crucial role in the governance of the Township. They serve as the governing body and make collective decisions that shape the community. Council members represent the entire Township and provide political direction, making policy decisions as a unified body. They respect the administrative and managerial chain of command by directing questions or concerns to the Mayor or the Chief Administrative Officer (CAO) and giving direction to staff only as a Council through the CAO. Council members refrain from becoming involved in routine operational matters or the management of staff, ensuring a clear separation between governance and administration.	
Contributing Departments	Contributing Divisions
Office of the CAO	<ul style="list-style-type: none">Government Relations & Economic Development

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conflict of Interest Act, 1990 Municipal Act, 2001 Municipal Elections Act, 1996 Municipal Freedom of Information and Protection of Privacy Act, 2001 Planning Act, 1990 Accountability and Transparency Policy (COR-POL-102)
	Discretionary	Ancillary	Government Relations & Council Liaison Services	Council Approved	

					<ul style="list-style-type: none"> • Code of Conduct for Members of Council Policy (COR-POL-113) • Delegation of Powers and Duties Policy (COR-POL-103) • Records and Information Management Policy (COR-POL-119) • Recruitment and Appointment for Committees Policy (COR-POL-105) • Use of Corporate Resources During Elections Policy (COR-POL-106)
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SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Government Relations & Council Liaison Services 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"> ○ 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"> • Routine Council Requests <ul style="list-style-type: none"> ○ Acknowledgement/Resolution within (2) Business Days • Non-Routine Council <ul style="list-style-type: none"> ○ Acknowledgment within (2) Business Days + Estimated Follow Up/Resolution Time • 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. 	How Much <ul style="list-style-type: none"> • (#) of Council requests triaged • 	

6.2 Insurance and Risk Management

Service Description	
Insurance and risk management are essential for managing the municipality's exposure to various risks. This includes obtaining the necessary insurance coverage, handling claims, and implementing measures to prevent and mitigate risks. These services ensure that the municipality is protected against potential financial losses and liabilities, contributing to its overall stability of the organization.	
Contributing Departments	Contributing Divisions
Finance	<ul style="list-style-type: none"> Purchasing

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Insurance Act, 1990 Municipal Act, 2001 Negligence Act, 1990
	Mandatory	Core	Insurance & Risk Management	Provincial Council Approved	

SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Insurance & Risk Management Minimize the effects and costs of public liability suits against the municipality, involving the identification of potential hazards and taking the appropriate measures to reduce or eliminate them in the community.	<ul style="list-style-type: none"> Processing, assessment and evaluation of claims against the municipality where personal injury or damage to personal property has been experienced as a direct result of activities or services provided by the Township of King. <ul style="list-style-type: none"> Township is only legally liable for damages or injury ONLY if concrete evidence is provided that the Township committed a negligent act or omission, resulting in the damage or injury. The onus is on the claimant to provide the claim and damages. 	<ul style="list-style-type: none"> Claims must be reported to the Township of King within (10) days of the incident to be considered. <ul style="list-style-type: none"> Sod claim submission deadlines set annually (Q2) The Township's agreements with the contractors contain a strict requirement that they respond directly to claims for any damage or injury to members of the public that they may be held responsible for. When required, Certificates of Insurance will be provided or must be 	How Much <ul style="list-style-type: none"> (#) of claims assessed 	

	<ul style="list-style-type: none"> • Claim Types <ul style="list-style-type: none"> ○ Vehicle damage ○ Damage from road potholes ○ Property damage ○ Bodily injury ○ Floor or sewer backup ○ Involving contracted companies ○ Claims involving York Region or Ministry of Transportation infrastructure within the Township must be filed with the appropriate authority. • Retaining and/or providing Certificates of Insurance for designated work and or services being provided by or to the municipality. 	submitted in advance of services or works by or from the Township.	
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6.3 Legislative Services

Service Description	
Legislative Services is responsible for coordinating and supporting various statutory duties outlined in the Municipal Act and other provincial legislation. Key responsibilities include preparing and distributing materials for Council, Committee, and Public Planning meetings; providing records and information management services; managing notice requirements for public meetings and other legislated obligations; and ensuring effective communication of corporate information to staff and Council.	
Contributing Departments	Contributing Divisions
Corporate Services	<ul style="list-style-type: none"> Clerk's

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Conflict of Interest Act, 1990 Municipal Act, 2001 Municipal Elections Act, 1996 Municipal Freedom of Information and Protection of Privacy Act, 2001 Planning Act, 1990 Accountability and Transparency Policy (COR-POL-102) Code of Conduct for Members of Council Policy (COR-POL-113) Delegation of Powers and Duties Policy (COR-POL-103) Records and Information Management Policy (COR-POL-119) Recruitment and Appointment for Committees Policy (COR-POL-105) Use of Corporate Resources During Elections Policy (COR-POL-106) Accessibility Plan – Multi-Year
	Mandatory	Core	Council, Governance Support and Elections	Provincial	
	Mandatory	Core	Legislative Services	Provincial	

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 Councilors. • 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, Public Planning and COW Meetings Held • (#) of deputations • (#) of public engagements (live stream views, in-person attendance) • (#) of by-laws executed by the Township Clerk • (#) of accountability and transparency regulatory requests received • (#) of households receiving planning circulations
<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 	<p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of Council agendas published in accordance with Procedural By-law • (%) of accountability and transparency regulatory requests in compliance with provincial standards • (%) of public planning notices issued within legislated standards (20 days)

7. SUPPORTING KING

Department Description
Support services are crucial for the efficient functioning of the Township of King. Information technology services provide the backbone for digital operations, ensuring that all technological systems are up-to-date and secure. Financial services manage the township's budgeting, accounting, and financial planning, ensuring fiscal responsibility. Human resources services focus on employee resources, recruitment, and training, fostering a positive work environment. Communication services ensure that information is effectively disseminated both internally and externally, while corporate strategy services guide the township's overall direction and long-term planning.

7.1 Financial Services

Service Description	
Financial Services handles all the financial affairs of the municipality on behalf of and in the manner directed by Council. Some roles and responsibilities include the coordination of the annual operating and capital budgets, development charges, water, and wastewater budget, administration of property tax billing and collection on behalf of the Township, Region of York, and School Boards, establishing the water and wastewater rate, billing, and collection of payments. It is also responsible for the reporting of the Corporation's year-end finances, and filing the year-end tax return, regular reporting to Council with respect to the financial affairs of the municipality and in compliance with the regulations made under section 418 of the Municipal Act. Financial Services is also responsible for managing the corporate procurement function by ensuring that the procurement process continues to be transparent, fair, accountable and in compliance with the Township's Procurement By-law. It also monitors, track and processing of all insurance claims within the Township.	
Contributing Departments	Contributing Divisions
Finance	<ul style="list-style-type: none"> Revenue and Taxation Budget & Financial Reporting Purchasing

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Assessment Act, 1990 Canada Revenue Agency Act, 1999 Development Charges Act, 1997 Insurance Act, 1990
	Mandatory	Core	Revenue and Taxation	Provincial Council Approved	

	Mandatory	Core	Budget & Financial Reporting	Provincial Council Approved	<ul style="list-style-type: none"> • Municipal Act, 2001 <ul style="list-style-type: none"> ◦ O.Reg. 284/09 – Budget Metters - Expenses ◦ O.Reg. 403-02 – Debt and Financial Obligation Limits ◦ O.Reg. 438-97 – Eligible Investments, Related Financial Agreements and Prudent Investment • Municipal Affairs Act, 1990 • Planning Act, 1990 • Public Sector Accounting Board <ul style="list-style-type: none"> ◦ Standards
	Essential	Support	Purchasing	Council Approved	<ul style="list-style-type: none"> • Development Charges By-law (2021-002) • Fees and Charges By-law <ul style="list-style-type: none"> ◦ Updated Annually • Parkland Dedication By-law (2022-038) • Reserve By-law (2021-046) • Tax By-law <ul style="list-style-type: none"> ◦ Updated Annually • Water and Wastewater Rate By-law <ul style="list-style-type: none"> ◦ Updated Annually • Purchasing of Goods and Services By-law (2021-006) • Donations Policy (COR-POL-146) • Customer Service Policy (ADM-POL-150) • Procurement Policy (COR-POL-133)

SUB-SERVICES				
Name and Description	Level of Service	Service Standards	Headline Performance Measures	
Revenue and Taxation Provision of Township billings, collection and	<ul style="list-style-type: none"> • Management and updating of the Development Charges By-law every (5) years 	<ul style="list-style-type: none"> • MPAC Assessments completed every (4) years • Tax Billings: 	How Much <ul style="list-style-type: none"> • (#) of tax bills issued • (#) of utility bills issued 	

<p>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"> • Annual rate review for Water/Wastewater and completion of rate study every (5) year • 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"> ○ (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, 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"> • (#) of e-billing users • (%) of payments made / type • (#) of accounts receivable aging over 30, 60 and 90 days (at year end) • (#) of invoices paid / type • (#) of procurements by type • (\$) of procurements <p>How Well / Better Off</p> <ul style="list-style-type: none"> • (%) of tax receivables in arrears • Tax (%) increase • (%) of payments made / type • (#) of water meters with “No Read” errors • (#) of water customer portal users • Debt limits and total Township debt (\$) • Reserve ratio (%)
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		<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 ▪ 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 <p>Tax certificate requests within (2) business days prior to closing; rush requests accommodated within (24hrs)</p>	
Budget and Financial Reporting Coordination of corporate budget preparation and analysis, debt, and reserve management. Responsible for ensuring the Township is	<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"> ● (30) day payment terms ● Budget public engagement ● W/WW Rates reviewed and presented annually ● Fees and Charges reviewed and presented annually ● Budget approval by Council in Q4 	

<p>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"> ○ 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"> ● Provincial Financial Information Reporting (FIR) completed by May 31st of each year Annual Financial Statements prepared and audited by external audit firm and presented and approved by Council. 	
<p>Purchasing</p> <p>Responsible for the strategic acquisition of goods, services and construction for the municipality.</p>	<ul style="list-style-type: none"> ● Standard Procurement Methods <ul style="list-style-type: none"> ○ Request for Information ○ Request for Expression of Interest ○ Request for Pre-Qualification ○ Low Value Purchase ○ Request for Quotation ○ Request for Tender ○ Request for Proposal ● Alternative Procurement Methods <ul style="list-style-type: none"> ○ Unsolicited Bid / Proposal ○ Negotiation ○ Emergency Purchases ○ Single Source Acquisition ○ Sole Source Acquisition ○ Price Agreements ○ Co-Operative Procurement and Piggyback ○ Non-Binding Request for Proposal ○ In-House Bids ● Participating agency in cooperative buying groups. 	<ul style="list-style-type: none"> ● Competitive Procurement posted on Bids and Tenders portal <ul style="list-style-type: none"> ○ Quarterly reporting to Council on competitive procurement activities 	

	Electronic Funds Transfer (EFT) Vendor Program		
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7.2 Corporate Communications, Strategy & Performance

Service Description	
<p>The Strategy and Transformation team is responsible for delivering on the Corporate Performance Accountability Program, which includes the development, updating and reporting on the Corporate Strategic Plan, as well as the Township's Service Inventory and associated headline performance measures. This team also leads the Township's supportive Project Management Office, responsible for evolving corporate project management framework and King team project skills. Corporate Communications 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.</p>	
Contributing Departments	Contributing Divisions
Corporate Services	<ul style="list-style-type: none"> Communications
Office of the CAO	<ul style="list-style-type: none"> Strategy and Transformation

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Corporate Communications Policy (POL-2013-01) Corporate Style Guide 2023-2026 Corporate Strategic Plan Township of King Service Inventory
	Discretionary	Ancillary	Communications	Council Approved Administrative	
	Discretionary	Ancillary	Corporate Strategy	Council Approved Administrative	
	Discretionary	Ancillary	Operational Service Performance	Council Approved Administrative	
	Discretionary	Support	Strategic & Transformation Internal Support Services	Administrative	
	Discretionary	Support	Communications Internal Support Services	Administrative	

SUB-SERVICES			
Name and Description	Level of Service	Service Standards	Headline Performance Measures
Communications 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 SpeakKING System Administration. Provision and coordination of communications relating to the corporate direction, initiatives, and informational updates significant to the general public.	<ul style="list-style-type: none"> • Emergency / Service Alerts (Website) • Corporate X, Facebook, Instagram, and YouTube content management • LinkedIn co-content management • SpeakKING co-content management • King News 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-Newsletter issued bi-weekly • (1) dedicated Township King Weekly Sentinel pages 	How Much <ul style="list-style-type: none"> • (#) of media releases • (#) of social posts & post reach • (#) of social followers and new followers • (#) of social media engagements • (#) of website visits • (#) of engagements on SpeakKING • (#) King Bulletin subscribers • (#) of operational performance measures reported How Well <ul style="list-style-type: none"> • (%) of performance reports published by standard time (Q2) • (%) of quality / value operational performance measures trending in the desired direction • (%) of CSP key results on track or completed • (%) of media releases that get media pickup • (%) King Bulletin open rate
Corporate Strategy Providing overall leadership and strategic direction related to administration and operation of King. Management of the Term of Council Corporate Strategic Plan.	<ul style="list-style-type: none"> • Developing and reporting on the Term of Council Corporate Strategic Plan 	<ul style="list-style-type: none"> • Plan Refreshed Every (4) Years • Annual Progress Reports – Published in Q2 	
Operational Performance Management Foster organizational culture consistently demonstrates the right values and ensures Township services are delivered efficiently and effectively to ultimately provide 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 	

			<ul style="list-style-type: none"> • (%) of performance reports published by standard time (Q2) • (%) of quality / value operational performance measures trending in the desired direction • (%) of CSP key results on track or completed
Business Transformation (Internal Service) Provision of internal support and consultancy services including administrative and corporate policy development and analysis, targeted business process improvement workshops and action planning, coordinating the development of service level agreement, performance data analysis and improvement workshops, as well as preparing briefing and information notes based on business needs.			
Project Management Office (Internal Service) Aligning Township projects to corporate strategic direction and ensuring effective project management across the organization. Modernization and maturity of corporate project management office. Provision and service to all internal departments and divisions relating to project management, including development of tools, templates, processes, consultation meetings, training, and oversight.			

7.3 Human Resources Services (Internal Service Only)

Service Description	
Human Resources is committed to providing specialized services that support strategic goals and foster sustainable high performance through people. We collaborate with all departments in the Township of King to manage, develop, and support staff in a positive work environment. By ensuring compliance and creatively developing policies and programs, we strive to attract and retain a highly qualified, diverse, and inclusive workforce, reinforcing our dedication to being an Employer of Choice.	
Contributing Departments	Contributing Divisions
Corporate Services	<ul style="list-style-type: none"> Human Resources

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Occupational Health and Safety Act, 1990 Employment Standards Act, 2001 Pay Equity Act, 1990 Labor Relations Act, 1995 Ontario Human Rights Code, 1990 Accessibility for Ontarians with Disability Act, 2005 Municipal Act, 2001 Pension Benefits Act, 1990 Workplace Safety and Insurance Act, 1997
	Essential	Support	Talent Acquisition & Management	Administrative Council Approved	
	Mandatory	Core	Corporate Health and Safety	Provincial Council Approved	
	Mandatory	Core	Compensation and Benefits	Provincial Council Approved	
	Mandatory	Core	Employee Services and Labor Relations	Provincial Administrative	

Name and Description
Talent Acquisition & Management

Provides strategic recruitment and workforce planning to support internal departments attract and retain high quality candidates. Manages the coordination and implementation of corporate training, learning management, performance and professional development programs.

Corporate Health and Safety

Provides occupational health and safety (H&S), as well as safety resources / consultation services. Joint Health and Safety Committee (JHSC) is responsible for reviewing H&S concerns, proposing, and implementing solutions. Enable management to complete legal and contractual compliance, fulfill WSIB claims, management services, return to work, Occupational Health and Safety, fleet safety training and education

Compensation and Benefits Management

Manage organizational compensation including the development and implementation of policy frameworks for recruitment and compensation, analysis of bargaining process, managing job evaluations, and ensuring compliance with legislation.

Employee and Labor Relations

Provides labor relations strategies that support optimal employee relations in a fiscally responsible manner. Manages employee relations within and across the workplace to foster an inclusive / equitable environment. Manages relationship with bargaining unit to achieve solutions that support continued delivery of services.

7.4 Information Technology Services (Internal Service Only)

Service Description	
The Information Technology (IT) Services plays a crucial role at the Township of King by managing and maintaining the technology infrastructure. Support Services delivered to staff and the organization include Help Desk, Business Systems Support, Cybersecurity, Data Management, Project Support, Network Connectivity, Infrastructure maintenance, and Geographical Information Systems (GIS) services.	
Contributing Departments	Contributing Divisions
Corporate Services	<ul style="list-style-type: none"> Information Technology

Funding Source	Divisional Sub-Services				Governing Legislation, By-laws, or Policies
Property Tax Supported Other Revenues and Recoveries	Offering	Type	Name	Level / Standard Source	<ul style="list-style-type: none"> Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024 Digital Transformation Framework
	Essential	Core	Infrastructure & Security	Administrative	
	Discretionary	Ancillary	Geographical Information Systems	Administrative	
	Discretionary	Ancillary	Data, Analytics & Digital Transformation	Administrative	
	Essential	Support	Business Systems	Administrative	
	Essential	Support	Help Desk	Administrative	

Name and Description
Infrastructure Maintain the Township's information technology and digital infrastructure that is critical to business continuity and service delivery at all Township owned and operated facilities. Cyber security monitoring to ensure the safety of Township digital and physical assets.
Business Systems Provide support and establish digital governance for all Township business systems, including management of corporate and departmental software programs and applications used internally and externally for the provision of public services.
Help Desk Maintain Township operating systems that enable service functionality, while providing internal technical support for existing and new employees to streamline onboarding.
Geographical Information Systems Develop, maintain, and update geographical information systems that are used to display, analyze, and connect a range of data sets on a centralized, filtered map.
Data, Analytics & Digital Transformation Establishment and maintenance of data governance standards, data processing and analytics reporting and corporate digital transformation initiatives.