

Service Standards

CUSTOMER SERVICE

Service	Proposed Standards
Phone	2 Business Days
Email	2 Business Days
Social Media Messages	2 Business Days

FINANCE

Service	Proposed Standards	How it is provided
Property Tax Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Utility Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Account Payable Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Accounts Receivable Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Processing Payments when received for taxes, utilities, accounts receivable and other department services	7-10 Business Days	<ul style="list-style-type: none"> • Done • Cheque • EFT • Cash • Debit • Credit Card

Service	Proposed Standards	How it is provided
Processing and issuing Tax Certificates - Standard	5-10 Business Days	<ul style="list-style-type: none"> • Online
Processing and issuing Mail Address Changes	5-10 Business Days	<ul style="list-style-type: none"> • Online • In Person • Email
Processing and issuing Ownership changes	5-10 Business Days	<ul style="list-style-type: none"> • Email • Mail • Fax
Processing Pre-authorized Payment application	Completed 10 Business Days before the next utility and/or property tax billing.	<ul style="list-style-type: none"> • Online • In Person • Email • Mail
Process and issuing Paperless Billing	Completed in time for the next utility and/or property tax billing.	<ul style="list-style-type: none"> • Online • In Person • Email
Process and issuing Mortgage changes	2-5 Business Days	<ul style="list-style-type: none"> • Email • Mail • Fax
Process accounts payable invoices upon approval from Directors/Managers	7-10 Business Days	<ul style="list-style-type: none"> • Mail • Email • Fax

INFRASTRUCTURE

Service	Proposed Standards	How it is provided
Roads Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Environmental/Utilities Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Payment Inquiries	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Processing Complete Infrastructure Applications. <ul style="list-style-type: none"> • Entrance Permit • Mailbox • Greenblade • Road Occupancy • No Truck Exemptions 	2 Business Days	<ul style="list-style-type: none"> • Online • In person • Email • By Request (No Truck Exemptions)
Process Approval for Infrastructure Applications	Each application approval timeline differs based on the complexity of the application.	<ul style="list-style-type: none"> • N/A
Park Maintenance	Done on a two-week rotation, between May long weekend to Thanksgiving long weekend, as needed and weather permitting.	<ul style="list-style-type: none"> • N/A
Playground Maintenance and Inspection	Playground maintenance occurs as needed. Playground inspections occur late summer to early fall once a month.	<ul style="list-style-type: none"> • N/A
Mosquito Control	Occurs once a year in the spring between April 15 th to May 15 th , weather permitting. There is an option for a second round of spraying.	<ul style="list-style-type: none"> • N/A

Service	Proposed Standards	How it is provided
Replacement of Street Lights	Fixed as needed or when complaint is filed.	<ul style="list-style-type: none"> • N/A
Replacement of Street Signs	Fixed as needed	<ul style="list-style-type: none"> • N/A
Road Maintenance – grading	Roads are graded in the spring and fall. Roads are graded as needed with higher volume roads graded more often than lower volume roads.	<ul style="list-style-type: none"> • N/A
Road Maintenance – Pothole repair	Road maintenance is in accordance with minimum maintenance standards for municipal highways .	<ul style="list-style-type: none"> • N/A
Roadside Brushing	Roadside Brushing occurs as needed	<ul style="list-style-type: none"> • N/A
Ditching	Roadside Ditching occurs in the fall as needed.	<ul style="list-style-type: none"> • N/A
Roadside mowing	Roadside mowing occurs twice a year: early summer and late summer. The second round of roadside mowing occurs to areas in high traffic volumes or high traffic intersections.	<ul style="list-style-type: none"> • N/A
Dust Control	Dust control occurs once a year in the spring.	<ul style="list-style-type: none"> • N/A
Sweeping on Township Roads	Sweeping occurs the end of May beginning of June, weather depending on all hard surface roads.	<ul style="list-style-type: none"> • N/A
Weed spraying	Weed spraying occurs as needed between June 15 th to September 1st	<ul style="list-style-type: none"> • N/A
Culvert repair/maintenance on Township roads	Culvert repair occurs all year long, as needed.	<ul style="list-style-type: none"> • N/A
Winter Control – Hard surfaced roads	Road maintenance is in accordance with minimum maintenance standards for municipal highways	<ul style="list-style-type: none"> • N/A
Winter Control – gravel roads	Road maintenance is in accordance with minimum maintenance standards for municipal highways .	<ul style="list-style-type: none"> • N/A

BUILDING AND PLANNING

Service	Current Standards	Proposed Standards	How it is provided (add column on how to get there)
Building Inquiries	6 Business Days	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email • Online
Planning Inquiries	6 Business Days	2 Business Days	<ul style="list-style-type: none"> • Phone • In person • Email
Process Records Request	20 Business Days	3-5 Business Days	<ul style="list-style-type: none"> • Email • Online
Process Compliance letters	20 Business Days	20 Business Days	<ul style="list-style-type: none"> • Email • Online
Process complete Residential building permit applications	10-12 Business Days	10 Business Days	<ul style="list-style-type: none"> • Online
Process complete Commercial and Farm Buildings building permit applications	20 Business Days	20 Business Days	<ul style="list-style-type: none"> • Online
Process Official Plan Amendment Application	30 Business Days	30 Business Days	<ul style="list-style-type: none"> • Email • In Person
Process Zoning Bylaw Amendment Application	30 Business Days	30 Business Days	<ul style="list-style-type: none"> • Email • In Person
Pre-Permit Zoning Approval	4 Business Days	4 Business Days	<ul style="list-style-type: none"> • Email
Residential Site Plan Approvals	5-20 Business Days	5-20 Business Days	<ul style="list-style-type: none"> • In Person

Service	Current Standards	Proposed Standards	How it is provided (add column on how to get there)
Commercial Site Plan Approval	5-20 Business Days	5-20 Business Days	<ul style="list-style-type: none"> • Email
Process Consent Application	10 Business Days	5 Business Days	<ul style="list-style-type: none"> • Email • In Person
Process Minor Variance Application	10 Business Days	5 Business Days	<ul style="list-style-type: none"> • Email • In Person
Process Plan of Subdivision/Condominiums	30 Business Days	30 Business Days	<ul style="list-style-type: none"> • Email • In Person
Process applications pertaining to Aggregate Resources Act Applications	30 Business Days	30 Business Days	<ul style="list-style-type: none"> • Email • In Person
Process payment	4 Business Days	4 Business Days	<ul style="list-style-type: none"> • In person • Online
Schedule inspection	2 Business Days	2 Business Days	<ul style="list-style-type: none"> • Online • Phone

BYLAW

Service	Proposed Standards	How it is provided
Bylaw Complaints/Inquiries (acknowledgement)	2 Business Days	<ul style="list-style-type: none"> • Online
Short-Term Rental Complaints/Inquiries (acknowledgement)	2 Business Days	<ul style="list-style-type: none"> • Online
Investigate Bylaw Complaint	<p>Please note that this may take up to an unforeseen amount of time as municipal law enforcement must investigate to determine if there is a violation(s) and take the necessary measures to correct it.</p> <p>All complaints are confidential until the complainant may be asked to testify in support of the complaint. All complaints require the complainant to provide full name, address, phone number and description of the problem.</p>	<ul style="list-style-type: none"> • N/A
Investigate Short-Term Rental Complaint	<p>Please note that this may take up to an unforeseen amount of time as municipal law enforcement must investigate to determine if there is a violation(s) and take the necessary measures to correct it.</p> <p>All complaints are confidential until the complainant may be asked to testify in support of the complaint. All complaints require the complainant to provide full name, address, phone number and description of the problem.</p>	<ul style="list-style-type: none"> • N/A
Process Complete Short Term Rental Accommodation applications (*Process of reviewing whether the application is complete and meets bylaw and other applications)	5 Business Days	<ul style="list-style-type: none"> • In Person • Online

Service	Proposed Standards	How it is provided
Application Approval Process STRA (including department review)	15 - 20 Business Days	<ul style="list-style-type: none"> • NA
Process Dog Licencing applications	5 - 7 Business Days	<ul style="list-style-type: none"> • Online • In Person
Process Business Licences	5 – 7 Business Days	<ul style="list-style-type: none"> • In Person • Email
Process Parking Permits	5 - 10 Business Days	<ul style="list-style-type: none"> • Online • In Person

LEGISLATIVE

Service	Proposed Standards	How it is provided
Legislative Services Inquiry	2 Business Days	<ul style="list-style-type: none"> • Email • Phone • In Person
Process Complete Deputation Request Form	3 Business Days	<ul style="list-style-type: none"> • Email • Online • In Person
Process Complete Freedom of Information (FOI) Request Forms	30 Days	<ul style="list-style-type: none"> • Email • Online • In Person
Owner to initiate Livestock Investigation Process	48 hours of discovering	<ul style="list-style-type: none"> • Phone • Email
Livestock investigator completes investigation	72 Hours to investigate	<ul style="list-style-type: none"> • NA
Complete paperwork and send to OMAFRA	7 days from start of investigation	<ul style="list-style-type: none"> • NA
Public Release of Agenda	three days prior to meeting	<ul style="list-style-type: none"> • Online • Email (subscription)
Commissioning Documents	By appointment	<ul style="list-style-type: none"> • Email • In Person • Online (book an appointment)

FIRE

Service	Current Standards	Proposed Standards	How it is provided
General Fire Department Inquiries	2 Business Days	2 Business Days	<ul style="list-style-type: none">• Email• Online
Initiate WETT Inspection Process	2 Business Days	2 Business Days	<ul style="list-style-type: none">• Email• Phone• In person
Process Complete Alternate Power Sign Applications	2 Business Days	2 Business Days	<ul style="list-style-type: none">• Email• Online• In person