

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission Name: CAO's Commission - Legal Services and Human Resources

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Legal Services	Preparation of Site Plan Agreements	Draft for final review by departments within 2 days of receipt of all department instructions/input into the agreement	No	100%
Legal Services	Preparation of Subdivision Agreements	Draft for final review by departments within 3 days of receipt of all department instructions/input into the agreement	No	100%
Legal Services	Real Property inquiries	Respond to inquiries re property purchases, easements, leases, licences, encroachments, etc., within 30 days of request	No	100%
Legal Services	Preparation of Part Lot Control Exemption By-laws	Draft approved for next Council agenda with 2 business days notice	No	100%
Human Resources	Health and Safety - Employer report of workplace injury or illness (WSIB Form 7)	The Human Resources Department provides the WSIB with a completed workplace injury or illness report (WSIB Form 7) within three business days following the date of an incident. (This is contingent upon Human Resources receiving all required information from the business unit within 24 hours of an incident).	Yes	100% - 3 business days
Human Resources	Health and Safety - Executive Reporting	A corporate Health and Safety status report is provided to E.L.T. each quarter.	Yes	100% - Quarterly
Human Resources	Health and Safety - Legislated Mandatory Training	Mandatory training is provided to all employees	Yes	100% - As required
Human Resources	Staffing - Hiring process	Client is contacted within week that staffing requisition is signed by Human Resources to initiate hiring process.	No	100% - within one week of staffing requisition being signed by Human Resources
Human Resources	Staffing - References	Reference checks are conducted in advance of a full-time employment offer	No	100%
Human Resources	Staffing - Exit interviews	The opportunity to participate in an exit interview is provided prior to the last day of work of a regular full time employee who voluntarily resigns.	No	100% - prior to regular full time employee's last day of work
Human Resources	Compensation - Pay and Benefit enrollment/changes	Employee Pay and Benefit enrollment/changes completed for all employees within the first/next applicable pay period	Yes	100% - As required
Human Resources	Compensation - Organization chart changes	Changes to organization charts are published within two weeks of when changes are processed through the Human Resource Information System.	No	100% - Within two weeks of change being processed in the HRIS system.

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission Name: CAO's Commission - Legal Services and Human Resources

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Human Resources	Compensation - Vacation Reconciliation Reporting	Production of vacation entitlement and carry-over reports for full-time employees	No	100% - Annually(Q1)
Human Resources	Labour Relations - Grievance Administration	CUPE and MPFFA grievances managed within the timelines set out in the applicable collective agreements	Yes	100% - As required
Human Resources	Labour Relations - Union Seniority Reporting	CUPE and MPFFA seniority updates provided to Unions as set out in the applicable collective agreements	Yes	100% - Semi-annually/Annually
Human Resources	Learning and Development - Onboarding Program	New full-time employees have been placed into the Onboarding Program	No	100% - Within the first pay period
Human Resources	Learning and Development - Corporate Learning Calendar	Electronic production of a corporate Learning calendar	No	100% - Annually(Q1)
Human Resources	Learning and Development - Lunch and Learn Series	Employee Lunch and Learn sessions held monthly	No	100% - One per month minimum
Human Resources	Learning and Development - Training programs	Percentage of employees extremely or very satisfied with training they participated in	No	75%
Human Resources	Diversity - AODA - Legislated Mandatory Training	Mandatory training is provided to all employees	Yes	100% - As required
Human Resources	Diversity - Competence Training	Diversity and Inclusion training is provided to all full-time employees	No	100%
Human Resources	Customer service response time	A client or resident is contacted within two business days of the receipt of an inquiry.	No	100% - 2 business days
Human Resources	Metrics and Data Reporting	Production of a Human Resources Metrics and Data Report	No	100% - Semi-annually
Human Resources	Wellness Program - Executive Reporting	A corporate Wellness Program report is provided to ELT annually	No	100% - Annually

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Asset Management	Environmental Assets	Stormwater Flood Remediation	100 year protection for new developments and for areas under flood remediation program based on Environmental Study recommendations and Council approval	No	100%	TBD
Asset Management	Facility Assets	Backflow Inspection	Certification of backflow devices	Yes	100%	95%
Asset Management	Facility Assets	Backflow Inspection	Review annually	Yes	100%	100%
Asset Management	Facility Assets	Capital Project - PM Services	Execute all assigned projects to meet client scope, manage within schedule and budget	No	100%	80%
Asset Management	Facility Assets	Facility Audit	Inventory condition audit	No	5 facilities per year	100%
Asset Management	Facility Assets	Facility Inspections - occupied	Inspections of operating systems	No	2 times a year	90%
Asset Management	Facility Assets	Fire Inspections	Inspection and Certification of all Fire protection equipment	Yes	Once a year	80%
Asset Management	Facility Assets	Fully operate 2 facilities	Continuous operations of Civic Centre and 8100 Warden	No	100%	100%
Asset Management	Facility Assets	Life Cycle Reserve Study Update	Coordinate all Facility departments, update once a year per Finance's schedule	No	100%	100%
Asset Management	Facility Assets	Mechanically operate 5 facilities	Mechanical operations of Collections Building, Markham Village Library, Varley Art Gallery, FS93, FS99	No	100%	100%
Asset Management	Facility Assets	Service Contracts Administration	Administer facility service contracts	No	100%	100%
Asset Management	Facility Assets	Well water testing	Monthly water testing - Box Grove - Victoria Square C.C.'s	Yes	0 Level TC and AC	O level attained
Asset Management	ROW Assets	Bridges and Culverts	Visual inspection of all bridges (vehicular and pedestrian) and culverts over 3m span once in two years.	Yes	100%	100%
Asset Management	ROW Assets	Capital Project - PM Services	Execute all planned rehabilitation projects within the budget and on time	No	100%	80%
Asset Management	ROW Assets	Culverts	Visual inspection of all culverts less than 3m span once in four years if it is in good condition.	Yes	100%	100%
Asset Management	ROW Assets	Landfill Monitoring	Monitoring of methane gas concentrations at Former Sabiston Landfill site	Yes	100%	100%
Asset Management	ROW Assets	Landfill Monitoring	Water quality monitoring of groundwater and German Mills Creek - twice a year	Yes	100%	100%
Asset Management	ROW Assets	Life Cycle Reserve Study Update	Update once a year per Finance's schedule	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission: Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Asset Management	ROW Assets	Outfall Structures	Visual inspection of outfall structures at least once in four years	No	100%	100%
Asset Management	ROW Assets	Streetlighting	Streetlights are to be repaired within 7 days along Regional roads and 14 days within local roads	Yes	100%	80%
Asset Management	ROW Assets	Utility Permits approval	Municipal Access Agreement requires permits to be processed -15 days depending on complexity of permit	No	100%	100%
Commissioner's Office	N/A	Emergency Preparedness	Annual Review of Emergency Plan	Yes	100%	100%
Commissioner's Office	N/A	Emergency Preparedness	Annual Training of Emergency Control	Yes	100%	100%
Commissioner's Office	N/A	Emergency Preparedness	Conduct exercise annual	Yes	100%	100%
Commissioner's Office	N/A	Emergency Preparedness	Hazard Identification Risk Assessment Reviewed Annually	Yes	100%	100%
Culture	N/A	Community Engagement	Annual revenue generated through grants, donations and sponsorships as a percentage of total operating revenues.	No	\$15	\$10
Culture	N/A	Community Engagement	Net cost per household.	No	\$24	\$25
Culture	N/A	Community Engagement	Number of hours contributed annually by board/foundation volunteers and program/event volunteers.	No	26,000	23,359
Culture	N/A	Programs	Average fill rates for community and camp programs.	No	80%	77%
Culture	N/A	Programs	Percentage of extremely satisfied with summer camps.	No	25%	30%
Culture	N/A	Programs	Percentage of very satisfied with summer camps.	No	30%	52.5
Environmental Services	Waste & Environmental Management	Recycling depots	Depot service is available Monday through Saturday all year, except for Christmas Day	No	100%	100%
Environmental Services	Waste & Environmental Management	Waste Collection	General collection inquiries are responded to within 24 hours of receipt	No	100%	90%
Environmental Services	Waste & Environmental Management	Waste Collection	Green Bin and Blue Boxes delivered on closing day of new homes	No	100%	90%
Environmental Services	Waste & Environmental Management	Waste Collection	Green Bin placed in Blue Box after collection	No	100%	70%
Environmental Services	Waste & Environmental Management	Waste Collection	Weekly collection of recycling (blue bin) and green bin for all residents	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Environmental Services	Waterworks	Air valve inspection & pm	Annual	No	100%	100%
Environmental Services	Waterworks	Curb Box inspection & pm	Presently ad-hoc - FUTURE PREDICTED schedule 10 year maintenance cycle	No	100%	ad hoc 100%
Environmental Services	Waterworks	Customer Service response / investigation	Request completed within 3 business days - based on client availability	No	100%	100%
Environmental Services	Waterworks	Customer Service response for water/wastewater related concerns	Emergency respond within an 1 hr for possible watermain break, water quality concern or sewer back-ups	No	100%	100%
Environmental Services	Waterworks	Fire hydrant inspection & pm	Annual (NFPA)	Yes	100%	100%
Environmental Services	Waterworks	Flushing dead end watermains	Flush according to pre-determined schedule	No	100%	>95%
Environmental Services	Waterworks	Locate services	Emergency municipal utility locates are responded to within 1.5 hrs	No	100%	100%
Environmental Services	Waterworks	Locate services	Location of municipal utilities completed as per request within 5 business days.	No	100%	Not 100% - seasonal variances*
Environmental Services	Waterworks	Low water pressure response	Request completed within 3 business days	No	100%	100%
Environmental Services	Waterworks	Pressure reducing valve inspection & pm	Annual	No	100%	100%
Environmental Services	Waterworks	Sampling	# of Chlorine residual samples completed daily (MOE)	Yes	100%	100%
Environmental Services	Waterworks	Sampling	# of Inorganic samples completed annually(MOE)	Yes	100%	100%
Environmental Services	Waterworks	Sampling	# of Microbiological samples completed each week (MOE)	Yes	100%	100%
Environmental Services	Waterworks	Sampling	# of Organic samples completed annually (MOE)	Yes	100%	100%
Environmental Services	Waterworks	Sampling	Effluent sampling to ensure sewer use bylaw compliance	No	100%	100%
Environmental Services	Waterworks	Sanitary Lateral Inspection	Presently ad-hoc - FUTURE PREDICTED 10 year maintenance cycle	No	100%	ad hoc 100%
Environmental Services	Waterworks	Sanitary Odor Investigation	Emergency response within 1.5 hrs		100%	100%
Environmental Services	Waterworks	Sanitary Odor Investigation	Request completed within 3 business days	No	100%	100%
Environmental Services	Waterworks	Sanitary sewer mainline CCTV inspection	Inspect all mainline sanitary sewers within 5 year maintenance cycle	No	100%	80%
Environmental Services	Waterworks	Sanitary sewer mainline flushing	Flush all mainline sanitary sewers within 5 year maintenance cycle	No	100%	80%
Environmental Services	Waterworks	Sanitary sewer manhole inspection	Inspect all Easements annually	No	100%	100%
Environmental Services	Waterworks	Sanitary sewer manhole inspection	Inspect all manholes within 5 year maintenance cycle	No	100%	60%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Environmental Services	Waterworks	Sanitary Siphon	Flush and clean identified sanitary siphons biannually as scheduled.	No	100%	100%
Environmental Services	Waterworks	Sanitary System	Repairs done to all sanitary system appurtenances as determined from inspection	No	100%	Not 100%
Environmental Services	Waterworks	Site Restoration	Site restoration after emergency or corrective maintenance repairs.	No	100%	Not 100%. - seasonal variances **
Environmental Services	Waterworks	Storm Lift Station	Emergency response within 1.5 hrs	Yes	100%	100%
Environmental Services	Waterworks	Storm Lift Station	Respond to sanitary lift station alarm within 1.5 hrs	Yes	100%	100%
Environmental Services	Waterworks	Storm Lift Station	Weekly lift station checklist inspection	Yes	100%	95%
Environmental Services	Waterworks	Storm Lift Station	Weekly lift station checklist inspection	Yes	100%	100%
Environmental Services	Waterworks	Suspended link inspection & pm	Annual	No	100%	100%
Environmental Services	Waterworks	Valve chamber inspection & pm	Inspect all mainline valve chambers within its 5-year maintenance cycle	No	100%	60%
Environmental Services	Waterworks	Valve inspection & preventative maintenance (pm)	Inspect all mainline valves within its 5-year maintenance cycle	No	100%	60%
Environmental Services	Waterworks	Water consumption investigation	Request completed within 3 business days	No	100%	100%
Environmental Services	Waterworks	Water quality investigation	Request completed within 3 business days	No	100%	100%
Environmental Services	Waterworks	Water services on/off	Emergency response within 1.5 hrs	No	100%	100%
Environmental Services	Waterworks	Water services on/off	Request completed within 3 business days	No	100%	Not 100% - pending accessibility/location of curb box
Environmental Services	Waterworks	Water System maintenance repair	Repairs done to all water system appurtenances as determined from inspection	No	100%	Not 100%
Fire and Emergency Services	N/A	Administration	Processing Fire Reports	No	5 Business Days	2 business days
Fire and Emergency Services	N/A	Emergency Response	Dispatch Time (time call received until station notified)	No	< 60 Seconds	44 second average
Fire and Emergency Services	N/A	Emergency Response	Fire contained to the room of origin	No	100% of time	71%
Fire and Emergency Services	N/A	Emergency Response	Patient Contact (arrival at scene to arrival at patient)	No	< 60 Seconds	90%
Fire and Emergency Services	N/A	Emergency Response	Travel Time, Full First Alarm Response (from station to call, last arriving unit) Fire Response	No	< 480 Seconds	333 seconds
Fire and Emergency Services	N/A	Emergency Response	Travel Time, Initial Unit (from station to call)	No	< 240 Seconds	248 seconds

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission: Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Fire and Emergency Services	N/A	Emergency Response	Turn Out Time (from time station is notified until truck leaves)	No	< 90 Seconds	130 second average
Fire and Emergency Services	N/A	Health & Safety	Accident/Incident Investigation	Yes	Immediate	100%
Fire and Emergency Services	N/A	Health & Safety	Meeting Frequency	Yes	Quarterly	100%
Fire and Emergency Services	N/A	Mechanical	Annual Aerial and Ground Ladder Testing	Yes	100%	100%
Fire and Emergency Services	N/A	Mechanical	Annual N95 (Face Fit Testing)	Yes	100%	100%
Fire and Emergency Services	N/A	Mechanical	Annual PMCVI (periodic mandatory commercial vehicle inspection)	Yes	100%	100%
Fire and Emergency Services	N/A	Mechanical	Annual SCBA (self-contained breathing apparatus) Testing	Yes	100%	100%
Fire and Emergency Services	N/A	Prevention	Accessory Suite	No	90 Days to close	30 Days Average
Fire and Emergency Services	N/A	Prevention	Fire Follow-up	No	7 Days	Next Business Day
Fire and Emergency Services	N/A	Prevention	General inspection inquiry	No	5 Business Days	100%
Fire and Emergency Services	N/A	Prevention	Public Complaint/Inquiry	Yes	5 Business Days	100%
Fire and Emergency Services	N/A	Prevention	Smoke Alarm/Co Detector	Yes	Immediate	100%
Fire and Emergency Services	N/A	Prevention	Target Inspection B occupancies completed annually	Yes	100%	100%
Fire and Emergency Services	N/A	Prevention	Target Inspection A occupancies completed annually	Yes	Annual	5%
Fire and Emergency Services	N/A	Public Education	After Fire Program	No	100% for all fires > \$50,000 damage	100%
Fire and Emergency Services	N/A	Public Education	Community Festivals (on request)	No	100% visibility at Community Festivals	100%
Fire and Emergency Services	N/A	Public Education	Elementary School Program delivered to Grade 1, 2, 3 Markham students annually	No	100%	100%
Fire and Emergency Services	N/A	Public Education	Grade 7 VIP Program	No	100% of Grade 7 Classes	100%
Fire and Emergency Services	N/A	Training	Annual First Aid /De-Fib re Certification of staff	Yes	100%	100%
Fire and Emergency Services	N/A	Training	Annual Z License Endorsement for staff	Yes	100%	100%
Fire and Emergency Services	N/A	Training	Health and Safety WHMIS	Yes	100%	100%
Fire and Emergency Services	N/A	Training	Respect in the Workplace	No	100%	100%
Markham Public Library	N/A	Collection Use	Circulation (including e-circ) per capita	No	15.0	13.36

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Markham Public Library	N/A	Collection Use	Holdings (including ebooks) per capita	No	3.0	2.50
Markham Public Library	N/A	Community Access	Computers per 2,000 population	No	1.0	1.00
Markham Public Library	N/A	Community Access	Hours of Service	No	Under Review	65.5 hours per week
Markham Public Library	N/A	Community Access	Library space (sq. ft.) per capita	No	0.6	0.46
Markham Public Library	N/A	Community Access	Library visits (in-person) per capita	No	7.0	6.82
Markham Public Library	N/A	Community Access	Seating per 1,000 population	No	3.0	2.66
Markham Public Library	N/A	Customer Service	% use of self service checkout	No	90.00%	83.00%
Markham Public Library	N/A	Customer Service	Customer satisfaction (overall)	No	8.5	8.17
Markham Public Library	N/A	Customer Service	E-mail request: within 24 hours	No	within 24 hours	Standard met
Markham Public Library	N/A	Customer Service	In-person request: at point of contact	No	at point of contact	Standard met
Markham Public Library	N/A	Customer Service	Telephone: at point of contact for simple factual information (or within 24 hours for more complex issues)	No	at point of contact	Standard met
Markham Public Library	N/A	E-Services	Virtual visits per capita	No	8.0	7.20
Markham Public Library	N/A	E-Services	Wireless in all locations	No	all locations	Standard met
Markham Public Library	N/A	Volunteer and Service Development and Customer Engagement	Annual # of community focus groups and consultations	No	Under Review	15
Markham Public Library	N/A	Volunteer and Service Development and Customer Engagement	Annual # of volunteer hours managed	No	Under Review	10,020
Markham Public Library	N/A	Volunteer and Service Development and Customer Engagement	Annual # of volunteers recruited, trained and managed	No	Under Review	1,350
Operations	N/A	Sidewalk Repair or Removal and replacement	When differential displacement is greater 2 cm	Yes	100%	100%
Operations	N/A	"A"	Once every 5 days	No	100%	100%
Operations	N/A	"B"	Once every 7 days	No	100%	100%
Operations	N/A	"C"	12-14 day cycle	No	100%	100%
Operations	N/A	All-way Stop Request	Data collection, warrant analysis and follow-up within 15 days	No	100%	100%
Operations	N/A	Annual playground Audit / Detailed inspection by Consultant	Once per year	No	100%	100%
Operations	N/A	Asphalt Repairs	Immediate emergency response to road hazards within 2 hours throughout the year Completed as required from May 1st to Nov 30th each year	Yes	100%	100%
Operations	N/A	Block pruning of all boulevard trees	25 Year Cycle	No	100%	100%
Operations	N/A	Boulevard Grass/Walkway Cutting Trim Crews	Once every 12 - 14 days	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission: Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Operations	N/A	Clean up Spills	Immediate emergency response - 2 hour response time	No	100%	100%
Operations	N/A	Cleaning of Storm sewer intakes and outfalls with protective grates	Every spring and fall and prior to severe storm advisories	No	100%	100%
Operations	N/A	Complete customer request for tree pruning	Complete within 12 weeks	No	100%	100%
Operations	N/A	Culvert Inspections - Driveways	By ACR request - within 5 days (non storm related)	No	100%	100%
Operations	N/A	Cutting of Fields				
Operations	N/A	Emergency road / lane closures	Immediate emergency response for stop controls - within 2 hours	Yes	100%	100%
Operations	N/A	Fencing repairs	To be completed within 30 days following receipt of ACR work order	No	100%	100%
Operations	N/A	Fencing, sports fields, tennis courts and general park fencing	Tertiary inspection / documentation by turf maintenance crews 12 -14 day cycle	No	100%	100%
Operations	N/A	Hazardous tree removals	Immediate Emergency Response within 2 hours	No	100%	100%
Operations	N/A	Inspect Storm Water Management Ponds	Once per year	No	100%	N/A
Operations	N/A	Inspection of Entrance Culverts	By ACR request-within 5 days (non storm related)	No	100%	100%
Operations	N/A	Inspection of Maintenance Holes	Every 2 Years	No	100%	N/A
Operations	N/A	Inspection of Roadway Culverts	After severe Storms or periods of high run off within 24 hours post event	No	100%	100%
Operations	N/A	Inspection of Storm Sewer Intakes & Outfalls	2X per Year	No	100%	100%
Operations	N/A	Investigate Flooding on Private Property	Immediate emergency response - 2 hour response time	No	100%	100%
Operations	N/A	Investigate Flooding on Public Property	Immediate emergency response - 2 hour response time	No	100%	100%
Operations	N/A	ICommunication / Notification to Residents, Council and Internal Departments	Portal and e-map updated twice annually. Notice to individual residents 7 days prior to construction	No	100%	100%
Operations	N/A	Lighting (park pathway lighting Inspection)	Twice per year	No	100%	N/A
Operations	N/A	Lighting (Sportsfield)	Inspected annually each spring	No	100%	100%
Operations	N/A	Litter and Debris Pick up	Once every 12-14 days	No	100%	100%
Operations	N/A	Main Streets - waste and recycling receptacles	7 days per week April to October 3 days per week Nov to March	No	100%	85%
Operations	N/A	Non hazardous tree removals	Within 26 weeks	No	100%	100%
Operations	N/A	On-street Parking	Multiple site assessments, parking inventory, and follow-up within 20 days	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Operations	N/A	Outdoor Rinks - snow clearing	To be completed within 24 hrs following snow event	No	100%	100%
Operations	N/A	Parks and Sports Fields - waste and recycling receptacles	Once per week	No	100%	85%
Operations	N/A	Parks Furniture and Amenities Inspection / Documentation	Once every 12 - 14 days	No	100%	100%
Operations	N/A	Passive Park Area - Wide Area Mower cutting	Once every 12 - 14 days	No	100%	100%
Operations	N/A	Passive Park Area Trim Crews	Once every 12 - 14 days	No	100%	100%
Operations	N/A	Pavement Markings	Assessment of current location. Follow-up within 10 business days.	No	100%	100%
Operations	N/A	Pavement markings directional dividing lines and lane lines on high volume roads	2 Times per Year - spring and fall applications	Yes	100%	100%
Operations	N/A	Pavement markings directional dividing lines and lane lines on other roads	1 Time per Year - spring application	Yes	100%	100%
Operations	N/A	Playgrounds inspections by certified practitioners (General Maintenance staff)	Once per month throughout the year	No	100%	100%
Operations	N/A	Plowing - Arterial Roads Bare surface condition 24/7	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Plowing - Local Roads after 8 cm of snow fall accumulation	To commence a end of storm event or when accumulations reach 12 cm. Plowing to be completed within 14-18 hrs	Yes	100%	100%
Operations	N/A	Plowing - Primary Roads Bare surface condition between 7 am to 6 pm	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Plowing - Secondary Roads Bare surface condition between 7 am to 6 pm	To commence within 4 to 6 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Plowing Rear Lanes after 8 cm of snow fall accumulation	To commence a end of storm event or when accumulations reach 12 cm. Plowing to be completed within 14-18 hrs	Yes	100%	100%
Operations	N/A	Primary Sidewalk Plowing as required to eliminate risk of slip and fall due to slippery conditions	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Primary Sidewalk Salting and Sanding as required to eliminate risk of slip and fall due to slippery conditions	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Priority Town Owned Parking Lots Plowing - accumulations exceed 5 cm	To commence within 2 hours of start of snow event	No	100%	100%
Operations	N/A	Pruning/Weeding Shrub Beds Town Wide	Once per year per location removed within 48 hours following receipt of notification / work order	No	100%	60%
Operations	N/A	Remove Graffiti from Fences/Abutments/Signs/Utility boxes		No	100%	100%
Operations	N/A	Remove waste from receptacles	3 times per week	No	100%	85%
Operations	N/A	Repair/Replacement of Non-Regulatory Signs	Within 21 days	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission: Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Operations	N/A	Repair/Replacement of Regulatory and Warning signs for all Roads	Immediate emergency response for stop controls - within 2 hours 7 days for other regulatory signs	Yes	100%	100%
Operations	N/A	Salt Management Plan Submission to Environment Canada	Annual updates and submission prior to end of June	Yes	100%	100%
Operations	N/A	Salting & Sanding - Arterial Roads Bare surface condition 24/7	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Salting & Sanding - Local Roads As required to eliminate condition where vehicles with proper snow tires cannot move without undue hardship	To commence following completion of Arterial, Primary and secondary roads as conditions dictate	Yes	100%	100%
Operations	N/A	Salting & Sanding - Primary Roads Bare surface condition between 7 am to 6 pm	To commence within 2 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Salting & Sanding - Secondary Roads	To commence within 4 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Salting & Sanding Rear Lanes As required to eliminate condition where vehicles with proper snow tires cannot move without undue hardship	To commence following completion of all primary and secondary parking lots as conditions dictate	Yes	100%	100%
Operations	N/A	School Crossing Guard - Existing Services	Varies, based on specific issue. No later than 15 days.	No	100%	100%
Operations	N/A	School Crossing Guard - New service request	Data collection, warrant analysis and follow-up within 15 days	No	100%	100%
Operations	N/A	Secondary Sidewalk Plowing as required to eliminate risk of slip and fall due to slippery conditions	To commence within 8 to 10 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Secondary Sidewalk Salting and Sanding as required to eliminate risk of slip and fall due to slippery conditions	To commence within 6 hours of start of snow / freezing rain or other event	Yes	100%	100%
Operations	N/A	Secondary Town Owned Parking Lot sites: accumulations exceed 5 cm	To commence within 4 to 6 hours of start of snow event	No	100%	100%
Operations	N/A	Senior's Windrow Removal	Within 8 hours of the road being plowed	No	100%	100%
Operations	N/A	Sidewalk Sweeping of winter debris	Annually each spring	No	100%	100%
Operations	N/A	Site Inspections	Floral Bed Condition Inspection - once every week May to October	No	100%	N/A
Operations	N/A	Speeding / Traffic Calming	Data collection, on-site assessments, and follow-up within 15 days	No	100%	100%
Operations	N/A	Sport Field Lining	Weekly	No	100%	100%
Operations	N/A	Sportsfield Inspection / Documentation	Every 5 to 7 Days	No	100%	100%
Operations	N/A	Street Sweeping	4 times per season	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission: Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Operations	N/A	Tertiary playground inspection / documentation by turf maintenance crews	Once every 12-14 days from May to October	No	100%	100%
Operations	N/A	Tractor Mowing of rural boulevard and ditch areas	3 times per season	No	100%	100%
Operations	N/A	Traffic Data Requests	Traffic data provided within 5 days	No	100%	100%
Operations	N/A	Traffic Signals - Maintenance and Repair	All repairs to be completed within 5 days	No	100%	100%
Operations	N/A	Traffic Signals - Request for new installations	Data collection, warrant analysis, and follow-up within 20 days	No	100%	100%
Operations	N/A	Traffic Signals - Timing adjustments	Traffic analysis of current conditions and recommended timing adjustments within 15 days	No	100%	100%
Operations	N/A	Tree Inspection Request	Complete within 5 workdays.	No	100%	100%
Operations	N/A	Turf Maintenance Site Inspections / Documentation	Once every 12 - 14 days	No	100%	100%
Operations	N/A	Turn Restrictions / Cut-through traffic	Origin-destination study duration varies, based on scope. Follow-up within 20 days	No	100%	90%
Operations	N/A	Water play feature inspection of operating components	Once per month June to Sept	No	100%	100%
Operations	N/A	Water testing/inspection/open and closing (May-Sept) for waterplay features	Water testing once per season during start-up operation	No	100%	100%
Operations	N/A	Watering Baskets and Barrels Town Wide	Every 2 days May to October (weather dependent)	No	100%	100%
Operations	N/A	Weeding Flower Beds Town Wide	Weeding Beds as per classification and associated service levels	No	100%	70%
Recreation Services	N/A	Aquatics	Admission Standard, based on the calculations from the Ontario Public Pools: -Angus Glen Pool: 206 -Centennial Pool: 186 -Milliken Mills Pool: 255 -Morgan Pool: 154 -Rouge River Pool: 1412 -Thornlea Pool: 189 -Thornhill Therapeutic Pool: 25	Yes	100%	100%
Recreation Services	N/A	Aquatics	Annual inspection of the outdoor pools when opened	No	100%	100%
Recreation Services	N/A	Aquatics	Aquatic staff receive quarterly training on the operational and emergency procedures and testing of lifeguard techniques	Yes	100%	100%
Recreation Services	N/A	Aquatics	Bi-annual (every 2 years) inspection of the indoor pools	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Recreation Services	N/A	Aquatics	Comprehensive safety audit conducted by the Lifesaving Society every 5 years	No	100%	100%
Recreation Services	N/A	Aquatics	Emergency Telephones are easily accessible from the deck, is directly connected to emergency services and is checked daily	Yes	100%	100%
Recreation Services	N/A	Aquatics	In compliance to Ontario Health regulations, chemical levels for all pools are verified at the beginning of the day and maintained throughout daily operations at: -Chlorine: Above 1 ppm -pH: 7.2-7.8	Yes	100%	100%
Recreation Services	N/A	Aquatics	Inspection of designated signage relating to municipally-run pools are conducted annually	Yes	100%	100%
Recreation Services	N/A	Aquatics	Instructor to student ratios for all aquatic lessons: Parent and Tot Lessons - 1 Instructor: 12 Students Preschool lessons 1 Instructor: 4-6 students (based on level) Learn to swim lessons 1 Instructor: 8-12 students (based on level) Leadership courses 1 Instructor: 16-18 students (based on level)	No	100%	100%
Recreation Services	N/A	Aquatics	Lifeguard to Patron Ratios are maintained for all public swims as follows: 1 Lifeguard: up to 30 bathers 2 Lifeguards: up to 60 bathers 3 Lifeguards: up to 100 bathers 4 Lifeguards: up to 190 bathers 5 Lifeguards: Up to 255 bathers	Yes	100%	100%
Recreation Services	N/A	Aquatics	Pool decks, public change rooms, hallways are cleaned and disinfected daily	Yes	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Recreation Services	N/A	Aquatics	Public Swim Admission requirements are met to ensure caregiver's involvement for children of all ages	No	100%	100%
Recreation Services	N/A	Aquatics	Records are kept and retained for designated operational details collected in the delivery of the Aquatics Program	Yes	100%	100%
Recreation Services	N/A	Aquatics	Spectator viewing restricted to 6 feet back from the pool's edge	Yes	100%	TBD
Recreation Services	N/A	Aquatics	Staff must, at all times, be able to see the black disc on the bottom of the pool	Yes	100%	100%
Recreation Services	N/A	Aquatics	Vacuum pools nightly	No	100%	100%
Recreation Services	N/A	Aquatics	Water Outlets and covers are inspected every 30 days	Yes	100%	100%
Recreation Services	N/A	Aquatics	Water slide inspections conducted annually by TSSA	Yes	100%	100%
Recreation Services	N/A	Aquatics	Water slide inspections conducted daily by staff.	Yes	100%	100%
Recreation Services	N/A	Children's Services	20% of all Children's Aquatics Programs will undergo a Quest 2 Evaluation- Canadian High Five Standard	No	20%	TBD
Recreation Services	N/A	Children's Services	20% of all General Children's Programs will undergo a Quest 2 Evaluation- Canadian High Five Standard	No	60%	TBD
Recreation Services	N/A	Children's Services	All summer camps will undergo a Quest 2 Evaluation- Canadian High Five Standard	No	100%	
Recreation Services	N/A	Facilities	A minimum of 200 lux is required in all pools	Yes	100%	100%
Recreation Services	N/A	Facilities	Ice surface depth will be a minimum of 1-1/4" to a maximum of 1-3/4"	No	1-1/4" - 1-3/4"	95%
Recreation Services	N/A	Facilities	There is a maximum of 170 people allowed on the ice at one time	No	100%	TBD
Recreation Services	N/A	Fitness	Fitness members retention rate	No	65%	63%
Recreation Services	N/A	Fitness	Personal Training Participation Rate	No	1%	0.50%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Community & Fire Services

14-Apr-15

Department	Division	Service Area	Service Standard	Legislated Yes/No	Service Level Target	Actual Performance
Recreation Services	N/A	Older Adults	Completion of annual Service Agreements with designated Older Adult Clubs	No	100%	100%
Recreation Services	N/A	Programs	Challenges Unlimited inspects the Outdoor Ropes and Climbing Courses Annually	Yes	100%	100%
Recreation Services	N/A	Programs	Daily Camp Facility Inspections are completed at the start of the camp to ensure safe operating condition	No	100%	TBD
Recreation Services	N/A	Programs	Outdoor Ropes, and Climbing Courses are inspected by staff daily	Yes	100%	100%
Recreation Services	N/A	Programs	Staff to Children / Youth ratios are maintained for all Summer Camps and Recreation Programs	No	100%	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission Name:

Development Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Engineering - Planning Process	Planning applications	processing of planning applications in an agreed upon time frame	Yes	75%
Engineering - Planning Process	Engineering - Planning application submissions	Processing of Engineering studies and submissions processed in service level time frame of 4 to 6 months	Yes	75%
Engineering - Agreements	Site Plan Agreements	Processing of Site Plan agreements processed in agreed upon time frame	No	95%
Engineering - Agreements	Subdivision/Development/Site Plan Agreements	Processing of Subdivision/Development agreements processed in agreed upon time frame <6 months	No	95%
Engineering - Agreements	Shoring and Encroachment Agreements	Processing of Shoring and Encroachment Agreements within 4 weeks	No	95%
Engineering - Agreements	Pre-servicing agreements	Prepare pre-servicing agreements within agreed upon timeframe of 2 week	No	95%
Engineering - Approvals	Engineering drawing approvals subdivision	Processing of Engineering drawing approvals within 4 to 6 months	No	85%
Engineering - Approvals	Engineering drawing approvals site plan	Processing of Engineering drawing approvals within <3 months	No	85%
Engineering - Capital Works	Capital Program	Complete 70% of all Capital Programs by the 4th Quarter	No	80%
Engineering - Capital Works	Asset Management/Waterworks Capital Program	complete 60% of all Capital Programs by the 4th Quarter	No	80%
Engineering - Capital Works	Regional EA and Design and Construction projects	Coordinate on behalf of the Town's requirement related to Regional Road EA and design	No	Timelines vary - ongoing
Engineering - Inspections	Non Town Infrastructure	Conduct 75 inspections at non Town projects (i.e. Kennedy watermain, Regional infrastructure projects)	No	ongoing
Engineering - Inspections	Infrastructure Inspection Program	300 QC Inspections Munc. Infrastructure Projects (development, capital)	No	ongoing
Engineering - Environmental	Environmental compliance	Processing of Environmental compliance approvals with 10 business days	No	90%
Engineering - Administration	Engineering Information	Processing of Compliance letters in an agreed upon time frame of <21 days	No	100%
Engineering - Special Projects	Freedom of Information Requests	Respond to requests within 2 business days	Yes	100%
Engineering - ACR Requests	Customer satisfaction	Percentage of ACR cases completed in service level time frames	Yes	95%
Building Standards	Production housing permit applications	Issue permit or written response	Yes	10 business days

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission Name:

Development Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Building Standards	Other housing permit applications	Issue permit or written response	Yes	10 business days
Building Standards	Small building applications	Issue permit or written response	Yes	15 business days
Building Standards	Large building permit applications	Issue permit or written response	Yes	20 business days
Building Standards	Process complex building permit applications	Issue permit or written response	Yes	30 business days
Building Standards	Process sign permit applications	Issue permit or written response	No	10 business days
Building Standards	Process pool enclosure permit applications	Issue permit or written response	No	5 business days
Building Standards	Compliance letter requests	Issue a written response	No	5 business days
Building Standards	Zoning enquiries	Issue a written response	No	5 business days
Building Standards	Certificates of completion requests	Issue a Certificate	No	5 business days
Building Standards	Inspection notices - residential	Conduct inspection	Yes	2 business days
Building Standards	Inspection notices - non-residential	Conduct inspection	Yes	2 business days
Building Standards	Building complaints	Investigate and respond	No	5 business days
Building Standards	Marijuana grow-op police notice	Investigate and determine if unsafe	No	10 business days
Building Standards	Marijuana grow-op remediation	Remediate unsafe building	No	6 months
Building Standards	Enforcement orders	Enforce compliance or prosecute	No	6 months
Economic Development	Marketing and Promotion Materials	Produce "Markham Leader" 3 times annually. Update DVDs annually.	No	100%
Economic Development	Business Database	Produce annual electronic Business Directory.	No	100%
Economic Development	Targeted investment attraction	Attract at least 100 jobs annually through foreign direct investment	No	100%
Economic Development	Small Business Advisory Service	Conduct 300 one-on-one consultations per year	No	100%
Economic Development	Entrepreneur training	Conduct 15 workshops per year	No	100%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Corporate Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Legislative Services	Marriage Licences	Issue marriage licences.	no	30 minutes
Legislative Services	Film Permits	Process application and issue film permits to production companies	no	7 business days
Legislative Services	Lottery Licence	Process application and issue lottery licences	no	3-4 weeks
Legislative Services	Wedding Photography Permits	Issue permits	no	15 minutes
Legislative Services	Civil Marriage	Process reservations for civil marriages	no	15 minutes
Legislative Services	Commissioner of Oaths	Commission documents	no	15 minutes
Legislative Services	Insurance Claims	Respond to claims received	no	6-8 weeks within receipt of claim
Legislative Services	Freedom of Information	Issue decision letter on access requests	yes	30 days
Legislative Services	Council/Committee information and records	Provide copies of Council/Committee agendas/minutes, answer general inquiry requests	no	30 minutes
Legislative Services	By-law Copies	Provide hard or electronic copy within 24 hours	no	24 hours
Legislative Services	Illegal Sign Removal	Respond to complaints of illegal signs	no	1-2 days
Legislative Services	Property Standards	Investigate site alterations, pools/enclosures, tall grass & weeds, standing water and trees	no	30 days
Legislative Services	Mobile Vehicle Inspections	Annual inspection of tow truck, limos, taxicab and refreshment vehicles for plate issuance/renewals	no	60 minutes per vehicle
Legislative Services	Animal Licences	Issuance/renewal of cat/dog licences	no	24 hours
Legislative Services	Parking exemptions	Provide residents with overnight parking exemptions	no	Same day before 1 a.m.
Legislative Services	Parking permits	Provide residents with monthly parking permits	no	Same day
Legislative Services	Shopping cart abandonment	Removal of abandoned shopping carts	no	1-2 days
Legislative Services	Sign Permits	Processing of applications and issuance of permits for signs	no	same day (A-frame & mobile) 1-2 days

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Corporate Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Legislative Services	By-law Complaints	Respond to all by-law complaints	no	24 hours
Legislative Services	Business Licences	Issuing business licences	no	100% within 48 hours of receipt of completed
Corporate Communications	Client Communications Projects	% projects completed on time and on budget	No	90%
Corporate Communications	Client Design Projects	# completed in-house annually	No	600
Corporate Communications	Media Impressions	Average # per media release	No	250,000
Corporate Communications	Media Inquiries	# addressed within deadline	No	95%
Corporate Communications	Public Inquiries	# addressed within same business day	No	100%
Corporate Communications	Social Media	# Facebook followers	No	500 by end 2012
Corporate Communications	Social Media	# Twitter followers	No	2000 by end 2012
Corporate Communications	Public Engagement	Average # of public attendees at corporate supported /coordinated events	No	100
Corporate Communications	Employee Engagement	Average #of daily staff reads of E-News	No	50% of staff population
Finance	Development Finance	Process Letters of Credit within 5 days of receipt.	No	95%
Finance	Financial Planning	Ensure Financial Transparency - through the reporting and presentation of quarterly "Results of Operations" reports to Council.	No	100%
Finance	Financial Planning	Meet with each business unit quarterly to review their results of operations.	No	100%
Finance	Financial Planning	Provide bi-monthly headcount reports to each business unit detailing current vacancies and secondments.	No	100%
Finance	Revenues	Respond to Tax, Assessment & Water inquiries within one business day.	No	100%
Finance	Revenues	Tax bills mailed out 21 days prior to the instalment date.	Yes	30 days
Finance	Revenues	Tax appeal notices mailed out 14 days prior to Council hearing date and Council decision mailed out 14 days after hearing date.	Yes	14 days

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Corporate Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Finance	Financial Reporting	Ensure Financial Transparency - through the development & distribution of the City's annual Financial Report, both electronically on the City's	Yes	Completed before June 30
Finance	Financial Reporting	Distribute monthly financial statements by the 6th business day of the following month and by the 8th business day of the following month for	No	100%
Finance	Payroll	Distribute payroll report twice per year to all Directors requesting their confirmation that all staff paid on the report are current employees.	No	100%
Finance	Accounts Payable	Duly authorized and complete invoices received by Thursday will be processed for the following Wednesday's cheque run assuming the Request for Quotation Process - Within 2 business days from the receipt of a complete scope of work in Purchasing, the quotation will be issued	No	100%
Finance	Purchasing	Request for Tender Process - Within 3 business days from the receipt of a complete scope of work in Purchasing, the tender will be issued to the	No	85%
Finance	Purchasing	Request for Proposal Process - Within 5 business days from the receipt of a complete scope of work in Purchasing, the proposal will be issued to	No	85%
Information Technology Services	Service Desk Support	Resolution of calls on first contact at Service Desk	No	50.00%
Information Technology Services	Service Desk Support	Calls abandoned	No	7.00%
Information Technology Services	Service availability	Availability of business systems during business operation	No	99.95%
Information Technology Services	Incident resolution	Critical severity incidents to be addressed immediately	No	85%
Information Technology Services	Incident resolution	High severity incidents to be resolved within 8 business hours	No	85%
Information Technology Services	Incident resolution	Medium severity incidents to be resolved within 2 business days	No	85%
Information Technology Services	Incident resolution	Low severity incidents to be resolved within 5 business days	No	85%
Information Technology Services	Customer satisfaction	Satisfied and above rating on formal survey	No	80%
Information Technology Services	Service request	Investigation for a technology solution	No	4 weeks
Information Technology Services	Service request	Aquisition of standard technology tools	No	4 weeks
Information Technology Services	Service request	Administrative service requests completed within 2 - 5 business days (according to customer requirement)	No	85%

City of Markham – Service Standards – to be reviewed as part of Customer Experience Strategy

Commission:

Corporate Services

Department	Service Area	Service Standard	Legislated Yes/No	Service Level Target
Information Technology Services	Client Delivery	Satisfaction level with Client Advisor services to meet business needs	No	85%