Proposed Levels of Service Tables

Note: The requirement to measure levels of service using the proposed metrics in the Community and Technical Levels of Service columns of the tables below, does not affect a municipality's obligation to comply with all applicable laws, regulations, standards and policies.

Water Assets

Service attribute	Applicable Financial Information Return (FIR) categories	Community level of service (qualitative descriptions, images, or maps that describe end-user experience)	Technical levels of service (metrics that describe what the municipality provides)
Scope	• Water treatment • Water storage • Water transmission	• Map(s) and/or description of which user groups and/or areas of the community (e.g., residential, commercial, industrial, agricultural, institutional, mixed-use) are connected to the municipal drinking water system	• % of properties serviced by the public potable water network
		• Map(s) and/or description of which user groups or areas of the community (e.g., residential, commercial, industrial, agricultural, institutional, mixed-use) have fire flow	• % of properties serviced by fire flow
Reliability	• Water treatment • Water transmission	• An overview of Ontario drinking water standards, including an explanation of the inconvenient impacts of when they are not met (e.g., boil water advisories). • Discussion of the frequency of boil water advisories and service interruptions.	• # of connection-days where a boil water advisory notice is in place per year • # of connection-days where service is interrupted due to water main breaks

Wastewater Assets

Service attribute	Applicable FIR categories	Community levels of service (qualitative descriptions, images, or maps that describe end-user experience)	Technical levels of service (metrics that describe what the municipality provides)
Scope	• Wastewater treatment / disposal • Wastewater collection / conveyance	• Map(s) and/or description of which user groups or areas of the community (e.g., residential, commercial, industrial, agricultural, institutional, mixed-use) are connected to the municipal wastewater system	• % of properties serviced by the municipal wastewater system
Reliability	***Combined sewer / storm systems:*** • Wastewater treatment / disposal • Wastewater collection / conveyance	• Explanation of how combined sewer systems are designed with overflow structures in place to intentionally overflow during storm events to prevent backups into homes • Description of the frequency and volume of overflows occurring in habitable areas and/or beaches.	• # of events per year where wastewater overflow exceeds approved overflow capacity • # connection-days of backups per year • # of MOECC effluent violations per year due to wastewater discharge
Reliability	***Separate systems*** • Wastewater treatment / disposal • Wastewater collection / conveyance	• Explanation of how stormwater can get into sewers that are cracked, causing sewage to overflow into streets or backup into basements. • Description of how resilient infrastructure is to avoid this.	• # of MOECC effluent violations per year due to wastewater discharge • # connection-days of backups per year.

Stormwater Assets

Service attribute	Applicable FIR categories	Community level of service (qualitative descriptions, images, or maps that describe end-user experience)	Technical levels of service (metrics that describe what the municipality provides)
Scope	• Urban storm sewer system • Rural storm sewer system	• Map(s) and/or descriptions of which areas of the community or user groups are protected from flooding, including how much protection they have	• % of properties resilient to 100-year storm • % of storm sewer system resilient to a 5-year storm

Roads

- **Different levels of service would be established and measured for a range of road classes:**

  1. Arterial (O. Reg. 239/02 - Minimum Maintenance Standards (MMS) classes 1 and 2),

  2. Collector (MMS classes 3 and 4) and

  3. Local (MMS classes 5 and 6)

Service attribute	Applicable FIR categories	Community level of service (qualitative descriptions, images, or maps that describe end-user experience)	Technical levels of service (metrics that describe what the municipality provides)
Scope	• Paved roads • Unpaved roads	• Map(s) of the road network and/or a description of its level of connectivity	➢ Lane-km of road class per land area (km / km^2) ➢ Lane-km of road class per household
Quality	• Paved roads • Unpaved roads	• Images that explain the different levels of road class pavement condition	• Average pavement condition index (PCI)

Bridges

Service attribute	Applicable FIR categories	Community level of service (qualitative descriptions, images, or maps that describe end-user experience)	Technical levels of service (metrics that describe what the municipality provides)
Scope	• Bridges	• Description of the ability of bridge to provide access to different users (e.g., heavy transport vehicles, motor vehicles, emergency vehicles, pedestrians, cyclists).	• % of bridges with loading or dimensional restrictions.
Quality	• Bridges	• Description or images of bridge condition and what it means for the end-user.	• Average bridge condition index (BCI)