

2025 Enterprise Asset Management Plan

Asset Levels of Service

Water Supply

Table 1. Intake

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical). Provide sufficient backup pump capacity.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure.	Performance
Backup capacity for all critical equipment (electrical and mechanical): Provide sufficient redundant screen capacity. Able to meet average day capacity with largest unit out of service.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure.	Performance
Secondary intake gate	A secondary intake is needed to provide redundancy and allow for maintenance on the intake system.	Performance
Improved protection of sampling and chemical lines	To protect sampling lines that deliver chemicals to the intake system. Chlorination at the intake is needed to prevent the accumulation of zebra mussels, which can cause clogging of screens and equipment damage.	Performance
Backup capacity for intake	A secondary intake is needed to provide redundancy and allow for maintenance on the intake system.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure.	Performance

Table 2. Pre-treatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security Systems in place and 24/7 monitoring	Monitor activity within the plant	Performance
Backup capacity for all critical equipment (electrical and mechanical): provide sufficient redundant treatment capacity. Plant operating capacity not exceeding 95% of total rated capacity plus reasonable back up capacity for all critical treatment process.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure. Plant capacity utilization must not greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide capacity and technology to produce water of suitable quality: provide sufficient pre-treatment system capacity to convert raw water to acceptable levels for efficient treatment.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure. Plant capacity utilization must not greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance

Table 3. Water disinfection

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Automated monitoring systems in place	Monitor activity within the plant	Performance

Table 4. Filtration

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Automated monitoring systems in place	Monitor activity within the plant	Performance
Low turbidity water for backwashing	Provision of enough clear water to allow for backwashing (cleaning) of filtering media	Performance
Sufficient backwash water	Provision of enough clear water to allow for backwashing (cleaning) of filtering media	Performance

Table 5. Treated water storage

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain plant reservoir in good condition (as per reservoir score matrix)	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Reservoir performance score = B (2.5)	Reservoir to meet safety, hydraulic and security standards	Performance
Provide sufficient on-site storage capacity	Spare/excess capacity must be present to continue to store enough water to meet demand and maintain system pressure demands	Performance
Backup capacity for all critical equipment	Plant can continue to operate with the loss of a reservoir cell	Performance

Table 6. Chemical systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance

Table 7. High lift pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide redundant power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Provide adequate pressure during maximum day demands periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 8. Plant wide support systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 9. Water treatment automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Provision of redundant network components (WAN)	Backup SCADA servers in case of server failure	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power (ups)	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security on SCADA assets (Lock-ins & Block-outs)	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 10. Wells

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance

Table 11. Well pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Must meet design capacity	Well can meet water treatment demand	Performance
Provide sufficient capacity to ensure a minimum service flow and pressure of 50 psi during maximum day demands periods	Provide sufficient system capacity to maintain acceptable pressure and flow within the water distribution system	Performance
Provide back up pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 12. Well disinfection

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provide backup capacity for all critical process components	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 13. Wells power supply

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Standby Power for critical systems	Enough Standby Power to operate for 24 hours without electricity, with a seamless power transfer.	Performance

Table 14. Groundwater booster pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Back up pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Maintain a minimum pressure of 50 psi during maximum day demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance
Have backup pump capacity to take out one pump out of service	Redundancy when addressing booster pump failure	Performance
Standby Power for critical systems	Enough Standby Power to operate for 36 hours without electricity	Performance

Table 15. Groundwater water storage

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = b (2.5)	Maintain elevated tank in good condition (as per reservoir score matrix)	SoGR
Reservoir performance score = b (2.5)	Maintain reservoirs and standpipes to meet safety, hydraulic and security standards	Performance

Table 16. Groundwater systems automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 17. Water pumping station

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Back up pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Maintain a minimum pressure of 50 psi and Fire Flow during maximum day demand periods	Provide sufficient system capacity to maintain acceptable pressure and flow within the water distribution system	Performance
Standby Power for critical systems	Enough Standby Power to operate for 36 hours without electricity	Performance
Secondary Disinfection System for Re-chlorination	Re-chlorinate water within reservoir if needed	Performance
Able to provide firm capacity.	Ability to take one pumping station offline	Performance

Table 18. Elevated tanks

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain elevated tank in good condition (as per reservoir score matrix)	SoGR
Reservoir performance score = B (2.5)	Elevated tank to meet safety, hydraulic and security standards	Performance

Table 19. Reservoirs

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain reservoir in good condition (as per reservoir score matrix)	SoGR
Reservoir performance score = B (2.5)	Reservoir to meet safety, hydraulic and security standards	Performance
Reservoir capacity	Capacity meets MECF guidelines for storage	Performance

Table 20. Water pump station automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Provision of redundant network components	Backup SCADA servers in case of server failure	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 21. Tier I distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
Maximum 2 breaks per segment of pipe	Replace watermain segment when it is anticipated to reach 2 breaks	SoGR
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 22. Tier II distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
Maximum 1 break per segment of pipe	Replace watermain segment when it is anticipated to reach 1 break	SoGR
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 23. Tier III distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
Maximum 0 breaks per segment of pipe	Replace watermain segment before it is anticipated to break	SoGR
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 24. Tier II sub-transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	SoGR
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 25. Tier III sub-transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	SoGR
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 26. Tier II transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	SoGR
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 27. Tier III transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	SoGR
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 28. Water administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building condition = B (Good)	Maintain building in an acceptable condition (as per facility condition index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility features = c (fair)	Building meets service accessibility needs	Performance

Table 29. Water general storage

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = C (Fair)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 30. Water heavy industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 31. Water medium industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and is accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 32. Water process support structures

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and is accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 33. Site elements

Level of Service (LOS)	What does it mean	Type of LOS
Water Treatment Facilities Site Elements	Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)
Water Transmission Facilities Site Elements	Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)

Wastewater

Table 34. South Peel headworks

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Presence of functional Gas detection and HVAC controls system.	Plant has equipment in place to remove and detect the buildup of harmful gases, and meets regulatory requirements	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 35. South Peel primary treatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Sufficient Hydraulic Capacity to avoid bypass during maximum peaking factor	Plant has enough capacity to prevent overflows of partially treated effluent to the environment	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance

Table 36. South Peel secondary treatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Sufficient Hydraulic Capacity to avoid bypass during maximum peaking factor.	Plant has enough capacity to prevent overflows of partially treated effluent to the environment	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance

Table 37. South Peel disinfection systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provide reasonable onsite chemical storage. Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Disinfection system to operate at peak wet weather flows	Enough disinfection capacity is available to treat increased sewage volumes during significant weather events (e.g. Rainstorms). Disinfection must be maintained during overflow conditions.	Performance

Table 38. South Peel biosolids processing

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Capacity exceeding loading	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 39. South Peel biosolids disposal

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Capacity exceeding loading	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 40. South peel plant wide support systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Secondary electrical supply and standby power for all critical process and life safety assets.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Secondary water supply feeds	Enough capacity for potable water	Performance
Natural gas supply for process equipment	Mitigate loss of natural gas supply	Performance

Table 41. Wastewater treatment automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough Standby Power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 42. Tier I collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	SoGR
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 43. Tier II collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	SoGR
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 44. Tier III collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	SoGR
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 45. Tier II trunk sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	SoGR
No surcharging of pipes in a 5-year rainfall event	Have sewers of sufficient capacity to prevent surcharging	Performance
Access to sewers	Sewers must be accessible for maintenance	Performance
Slope Erosion protection around creeks and rivers (geomorphology)	Prevent trunk sewers from being exposed by erosion	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 46. Tier III trunk sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	SoGR
No surcharging of pipes in a 5-year rainfall event	Have sewers of sufficient capacity to prevent surcharging	Performance
Access to sewers	Sewers must be accessible for maintenance	Performance
Slope Erosion protection around creeks and rivers (geomorphology)	Prevent trunk sewers from being exposed by erosion	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 47. Odour and corrosion control systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 48. Forcemains

Level of Service (LOS)	What does it mean	Type of LOS
No Breaks	Replace before breaks could occur. Refining of TLOS is pending further condition assessment studies	SoGR

Table 49. Wastewater Tier I pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Provision for a portable generator or sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Required wet well storage as per ROP design standards.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 50. Wastewater Tier II & III pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Required wet well storage according to station Tier as per ROP design standards.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Ensure standby power or sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 51. Wastewater Tier IV Pumping Stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Required wet well storage as per ROP design standards.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Ensure standby power and sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 52. Wastewater pump station automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance

Table 53. Wastewater administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 54. Wastewater heavy industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 55. Wastewater maintenance shops

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 56. Wastewater treatment process support structure

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	SoGR

Table 57. Wastewater collection process support structure

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 58. Wastewater Tier II & II pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 59. Wastewater Tier III pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 60. Wastewater treatment facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

Table 61. Wastewater collection facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = C (Fair)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

Operations Yards, Fleet and Equipment

Table 62. PW & corporate light and medium duty vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 63. PW and corporate heavy-duty vehicles and equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 64. PW & Corporate Standard (or small) Equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 65. PW & corporate trailers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 66. Operations support administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 67. Operations support general storage

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = C (Fair)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 68. Operations support light industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Performance
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 69. Operations support ancillary storage

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = D (Poor)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 70. Operations support facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = C (Fair)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

Table 71. Operations support fuel islands

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Fair)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = C (Fair)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance

Heritage, Arts and Culture

Table 72. PAMA facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 73. PAMA site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Waste

Table 74. Transfer stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Redundancy on critical equipment	Plant can still operate if some of the equipment fails	Performance
1-3 days storage requirements on tipping floor	To accommodate temporary storage of materials	Performance
Standby Power	Some Standby power to operate if electricity is lost	Performance

Table 75. Composting and curing

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Redundancy in Processing	Plant can still operate if some of the equipment fails	Performance

Table 76. CRCs

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
On-site storage in Transtors and bins (1 day)	To accommodate temporary storage of materials	Performance

Table 77. Pumping and treatment systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Backup capacity for all critical equipment (mechanical)	Can continue to operate if largest piece of equipment fails	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance

Table 78. Gas collection system

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Standby Power	Standby power to operate if electricity is lost	Performance

Table 79. Gas collection automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough Standby Power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 80. Curbside collection carts

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Sufficient redundancy (spares) to meet demand	Spares must be present to meet demand in the event of an asset failure	Performance

Table 81. Multi-residential collection carts

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR
Sufficient redundancy (spares) to meet demand	Spares must be present to meet demand in the event of an asset failure	Performance

Table 82. Waste Management administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 83. Waste Management process support structures

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 84. Waste Management CRC drop off

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 85. Waste Management Processing and Transfer

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 86. Waste Management landfill pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 87. Waste Management Non-CRC facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

Table 88. Waste Management CRC facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

Roads and Transportation

Table 89. Roads

Level of Service (LOS)	What does it mean	Type of LOS
Minimum pavement condition index = 72	Regional Roads to be kept in good condition	SoGR

Table 90. Bridges and grade separation

Level of Service (LOS)	What does it mean	Type of LOS
Minimum bridge condition index = 91	Maintain Structures in Good Condition	SoGR

Table 91. Major culverts

Level of Service (LOS)	What does it mean	Type of LOS
Minimum bridge condition index = 91	Maintain Structures in Good Condition	SoGR

Table 92. Regional noise walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Walls must be maintained in fair condition	SoGR

Table 93. Regional major retaining walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = B (Good)	Walls must be maintained in fair condition	SoGR

Table 94. Regional minor retaining walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Walls must be maintained in fair condition	SoGR

Table 95. Storm sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when storm sewer is no longer in good condition	SoGR
Sufficient storm sewer capacity to accommodate minor storm events	Sewer pipes and other storm management assets have enough capacity to handle minor storm events and not cause flooding	Performance

Table 96. Storm ponds

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	SoGR
Sufficient capacity to accommodate all storm events (up to 100 years)	Have sufficient excess capacity to prevent overflow during all storm events	Performance

Table 97. Manufactured treatment devices

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	SoGR
Sufficient storm sewer capacity to treat minor storm events	Have sufficient excess capacity to prevent overflow during minor storm events	Performance

Table 98. Stormwater pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	SoGR
Backup capacity for all critical equipment (mechanical)	Can continue to operate if largest piece of equipment fails	Performance
Ensure standby power or sufficient wet well storage to meet Ministry of the Environment regulations	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 99. Stormwater pumping stations facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Building Condition - Based on Facility Condition Index	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building's compliance with current code	Performance
Facility Finishes and Fixtures = C (Fair)	Condition of Finishes and Fixtures	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building Capacity and suitability to service delivery	Performance
Building Environment and Security = B (Good)	Site and Security	Performance
Building Amenities for Service Delivery = C (Fair)	Amenities suitability for Service Delivery	Performance
Accessibility Features = C (Fair)	Building Accessibility	Performance

Table 100. Stormwater pumping station facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	SoGR

TransHelp

Table 101. TransHelp fleet

Level of Service (LOS)	What does it mean	Type of LOS
Condition Rating = B (Good)	Replace fleet when it reaches its estimated service life	SoGR

Paramedic Services

Table 102. Paramedics reporting stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 103. Paramedics satellite stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 104. Paramedics facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Table 105. Medical equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 106. Emergency response vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 107. Administrative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	SoGR

Long Term Care

Table 108. Long term care centres

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 109. Long term care centres site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Housing Support

Table 110. Peel Region high density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 111. Peel Region medium density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 112. Peel Region affordable housing facility site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Table 113. Shelter facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 114. Shelter facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Peel Housing Corporation (PHC)

Table 115. PHC high density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 116. PHC medium density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 117. PHC low density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 118. PHC affordable housing facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Early Years and Child Care

Table 119. Peel Region child care centre facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building's compliance with current code	Performance

Table 120. Peel Region child care centre facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Regional Office Complex

Table 121. Headquarters facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 122. Headquarters facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	SoGR

Peel Police

Table 123. Administrative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 124. Emergency response vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 125. Investigative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 126. Specialty vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	SoGR

Table 127. Administrative and operations facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 128. Divisions

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility features = B (Good)	Building meets service accessibility needs	Performance

Table 129. Training facility

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	SoGR
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Performance
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 130. Police facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Facility Condition Index)	SoGR